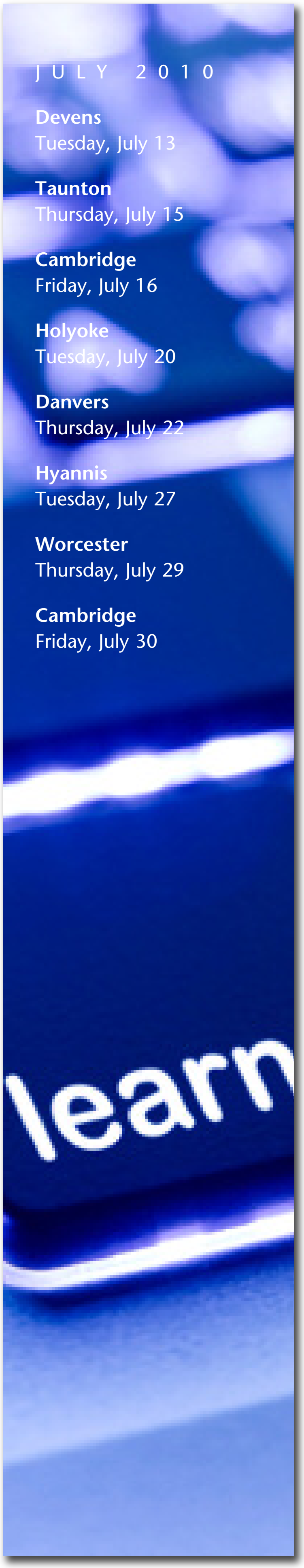

JULY 2010

Devens
Tuesday, July 13

Taunton
Thursday, July 15

Cambridge
Friday, July 16

Holyoke
Tuesday, July 20

Danvers
Thursday, July 22

Hyannis
Tuesday, July 27

Worcester
Thursday, July 29

Cambridge
Friday, July 30

MASSACHUSETTS TEACHERS' RETIREMENT SYSTEM

MyTRS Training

For School Business Administrators

AGENDA

7:30 – 8:15 a.m.	**Registration** Coffee, tea and pastries
8:15 – 8:30 a.m.	**Welcome and introduction to MyTRS**
8:30 – 10:00 a.m.	**Part 1: Getting started** ■ Accessing, logging in and navigating MyTRS ■ Registering employees, accessing accounts ■ Managing your employer information
10:00 – 10:15 a.m	**Break**
10:15 a.m. – noon	**Part 2: Deduction reporting overview** ■ Understanding the process ■ Submitting payments electronically ■ Importing deduction reports
Noon – 1:00 p.m.	**Lunch**
1:00 – 2:15 p.m.	**Part 3: Deduction report processing** ■ Reviewing and correcting your deduction report ■ Finalizing your deduction report
2:15 – 2:30 p.m.	**Q&A**
2:30 – 2:45 p.m.	**Break**
2:45 – 3:30 p.m.	**Part 4: Training for security administrators only**

MTRS PRESENTERS AND STAFF

Mary Ellen Bernier, Service Representative, Employer Services
Mary Lynn Chu, Service Representative, Employer Services
Christine Connell, Service Representative, Employer Services
Lachelle Drayton, Service Representative, Employer Services
Robert George, Employer Services Supervisor, Employer Services
David Harbison, Senior Service Representative, Employer Services
Kathleen Kreatz, Service Representative, Employer Services
Shirley Kwan, Senior Account Analyst, Employer Services
Cam Luu, Senior Account Analyst, Employer Services
Sean Neilon, Assistant Executive Director
Thomas O'Connell, Service Representative, Employer Services
David Percoco, Service Representative, Employer Services
Patricia Raynowska, Senior Service Representative, Employer Services
Joan Schloss, Executive Director
Marybeth Shaughnessy-Newell, Compliance Officer

VITECH, INC. STAFF

Irene Gordon, Associate Director of Educational Services
Mike DaCosta, Training Lead

MTRS
MASSACHUSETTS TEACHERS' RETIREMENT SYSTEM

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Phone 617-679-MTRS (6877)
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Fax 413-784-1707

Online

mass.gov/mtrs

MASSACHUSETTS TEACHERS' RETIREMENT SYSTEM

It is better to know some of the questions than all of the answers.
James Thurber

MyTRS Training

For School Business Administrators

PROGRAM GUIDE

MTRS
MASSACHUSETTS TEACHERS' RETIREMENT SYSTEM

2

Agenda

About MyTRS

Part 1 Getting started

- Accessing, logging in and navigating MyTRS
- Registering employees, accessing accounts
- Managing your employer information

Break

Part 2 Deduction reporting overview

- Understanding the process
- Submitting payments electronically
- Importing deduction reports

Lunch

Part 3 Deduction report processing

- Reviewing, correcting your deduction report
- Finalizing your deduction report

Q&A and Break

Part 4 Training for security administrators

About MyTRS

Introduction 4

Goals for today...

- **Introduce** everyone to MyTRS
- Provide an **overview** of the application
- Assure you that **help** is readily available **online** and **over the phone** from your MTRS Employer Services Representative
- As a result of today's training, you should:
  - Understand the **what** and **when**
  - Have a feel for the **how**
  - Know where to go for **help**
- Setting expectations: MyTRS cannot be mastered in one training session

Introduction 5

MyTRS is here!

- A comprehensive, secure, web-based application
- **Key features for employers:**
  - Online payment and reporting with real-time error reporting and correction (no more disks)
  - Integrated new hire registration
  - Access to registered employees' contribution rates (no more estimating)
  - Ability to track employees' work histories (employment status, leave, termination and retirement records—all in one place)

- MyTRS is compatible with Firefox 3.5.3 and Microsoft Internet Explorer 7.0 or higher.

Introduction 6

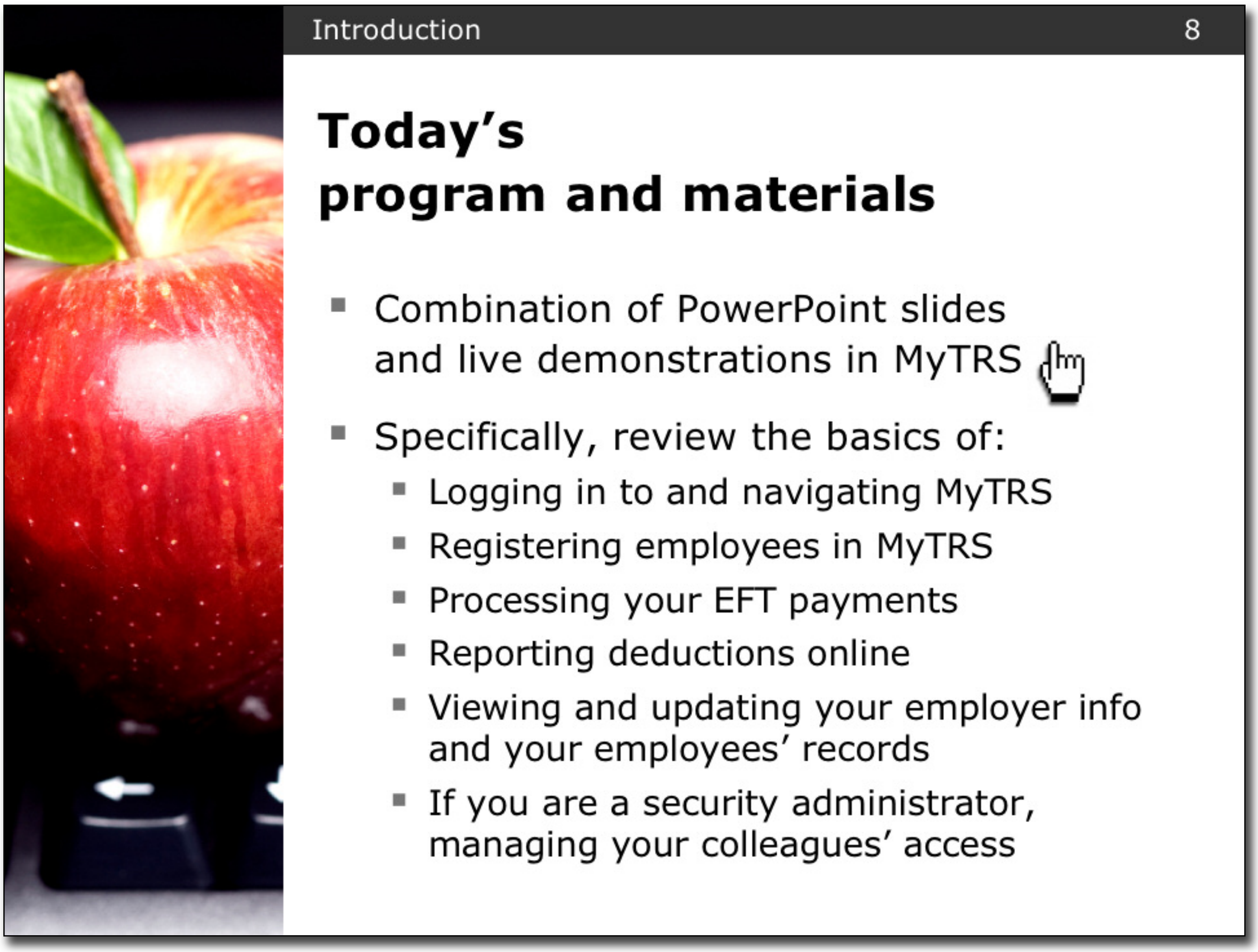
What does MyTRS mean for me?

- MyTRS will introduce new processes and efficiencies, but your role will be the **same** as it is today…
  - Determine MTRS membership eligibility
  - Register your employees online
  - Track enrollment
  - Report monthly retirement deductions
  - Inform the MTRS of changes in employment status
  - Provide service verification
  - Coordinate insurance payments for retirees

Introduction 7

How does MyTRS affect deduction reporting?

- The MTRS report file layout structure has **NOT** changed
- The MTRS has already required the **elimination of aggregate records** in reports—thank you for your cooperation!
- Districts will be required to submit monthly payments and deduction reports via the Internet
- MyTRS will subject deduction reports to more stringent data accuracy validations



- Live demonstrations are labeled in your booklet and indicated by the pointer icon.
- The significant screens used during the live demonstrations in MyTRS are reproduced in this booklet for readability. Note, however, that, for illustration purposes, the exact data used during the presentation may differ from what appears here.
- Several new deduction reporting concepts and features are introduced in MyTRS. We will highlight and emphasize these as we review them throughout the presentation.

Part 1

Getting started

- **Accessing, logging in to and navigating MyTRS**

Registering your employees and accessing their accounts

Managing your employer’s general info

Part 1: Accessing, logging in to and navigating MyTRS 10

MyTRS employer access is based on role

- After you log in, your access and read/write capabilities are based on your assigned role and security settings:

Role	Access
Security administrators	All MyTRS functionality
"Regular" users	All MyTRS functionality EXCEPT user set-up and security
Read-only users	Same as "regular" users, except read-only

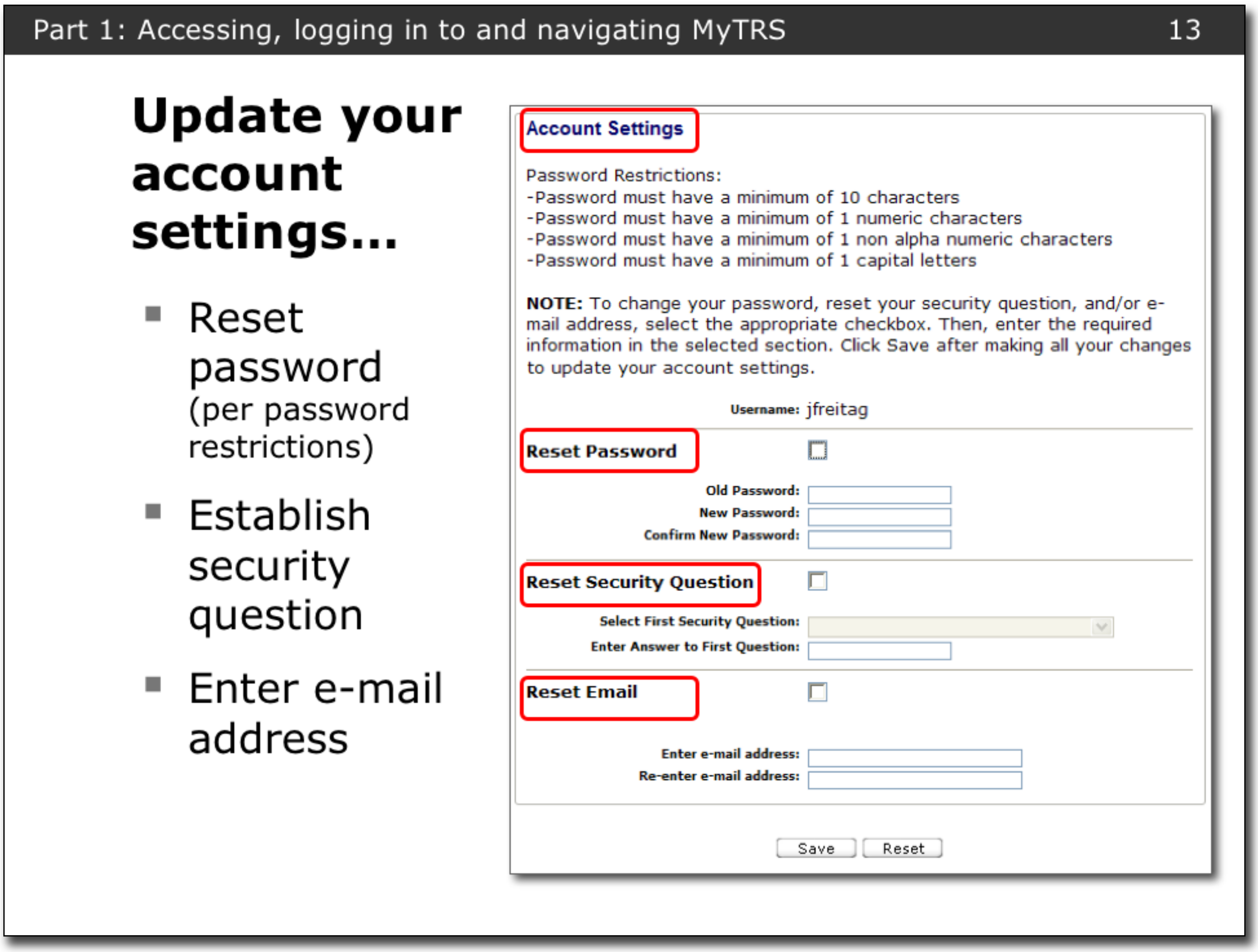
- Security administrators will determine each user's role and can also tailor access for individuals

- To access MyTRS, go to the MTRS website at www.mass.gov/mtrs > Employers > Employer login.

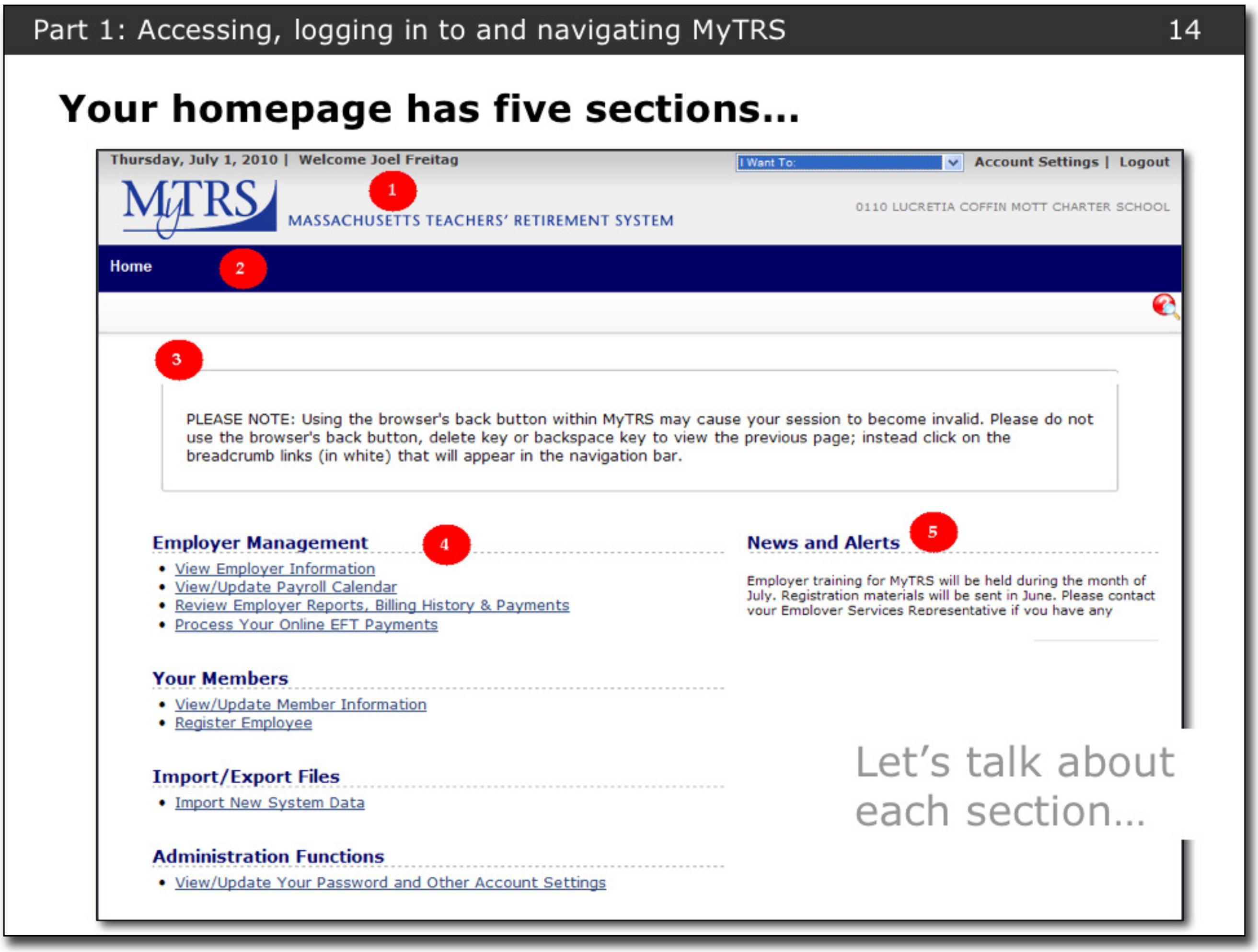
- Usernames are unique identifications in MyTRS that normally consist of your first initial and your last name. If there are others who have the same first initial and last name as you, your middle initial may be added.

  Example Name . . . . Irene Gordon
  Username. . . . igordon

- Your initial **password** will be assigned by your security administrator, and you can change it whenever you choose. However, your **username** can be changed only by the security administrator. If your name changes, ask your security administrator to update your account.
- If you forget your username or password, choose the appropriate link and follow the on-screen instructions. Please note that after three failed log-in attempts, your account will become locked. If you get locked out, contact your employer's security administrator to unlock your account.
- When you log in to MyTRS for the first time, the account settings window automatically opens.



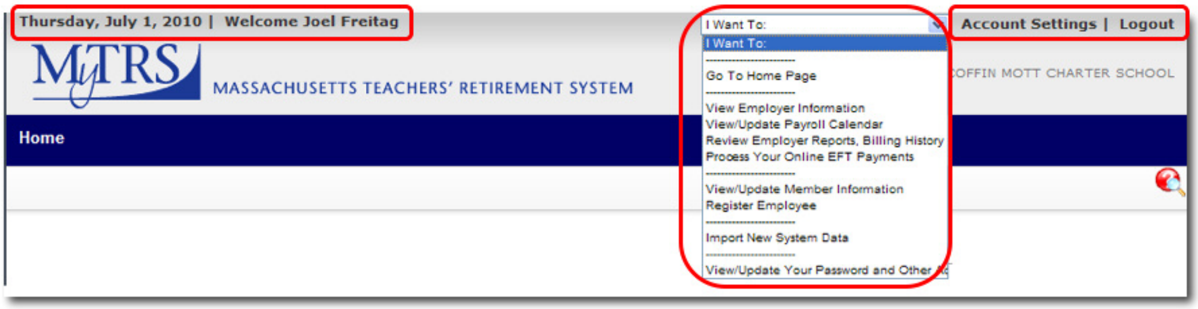
- **Password restrictions**: Your password must meet the MyTRS requirements in order for you to save your new password. Your password is **case-sensitive** and must contain at least **ten** characters, including one of each of the following:
  - a capital letter (A, B, C, D, etc...)
  - a number (1, 2, 3, 4, etc...)
  - a special character, such as @, #, $, or _ (underscore).
- **Reset password**: Select Reset Password and enter the initial (or old) password; enter your new password, and then re-enter your new password to confirm it.
- **Establish security question**: Select a security question from the pull-down and enter your answer in the space provided. The answer is case-sensitive.
- **Enter e-mail address**: An e-mail address is required. If your e-mail address was entered into your account by your security administrator and appears on the screen, please verify that it was entered correctly and update the information if it is inaccurate.



- The *Home* page appears after you successfully log in to MyTRS. It includes the following sections:
    1) Welcome information and header components
    2) Location bar
    3) Navigation message
    4) Categories and windows
    5) Updates from the MTRS

Part 1: Accessing, logging in to and navigating MyTRS 15

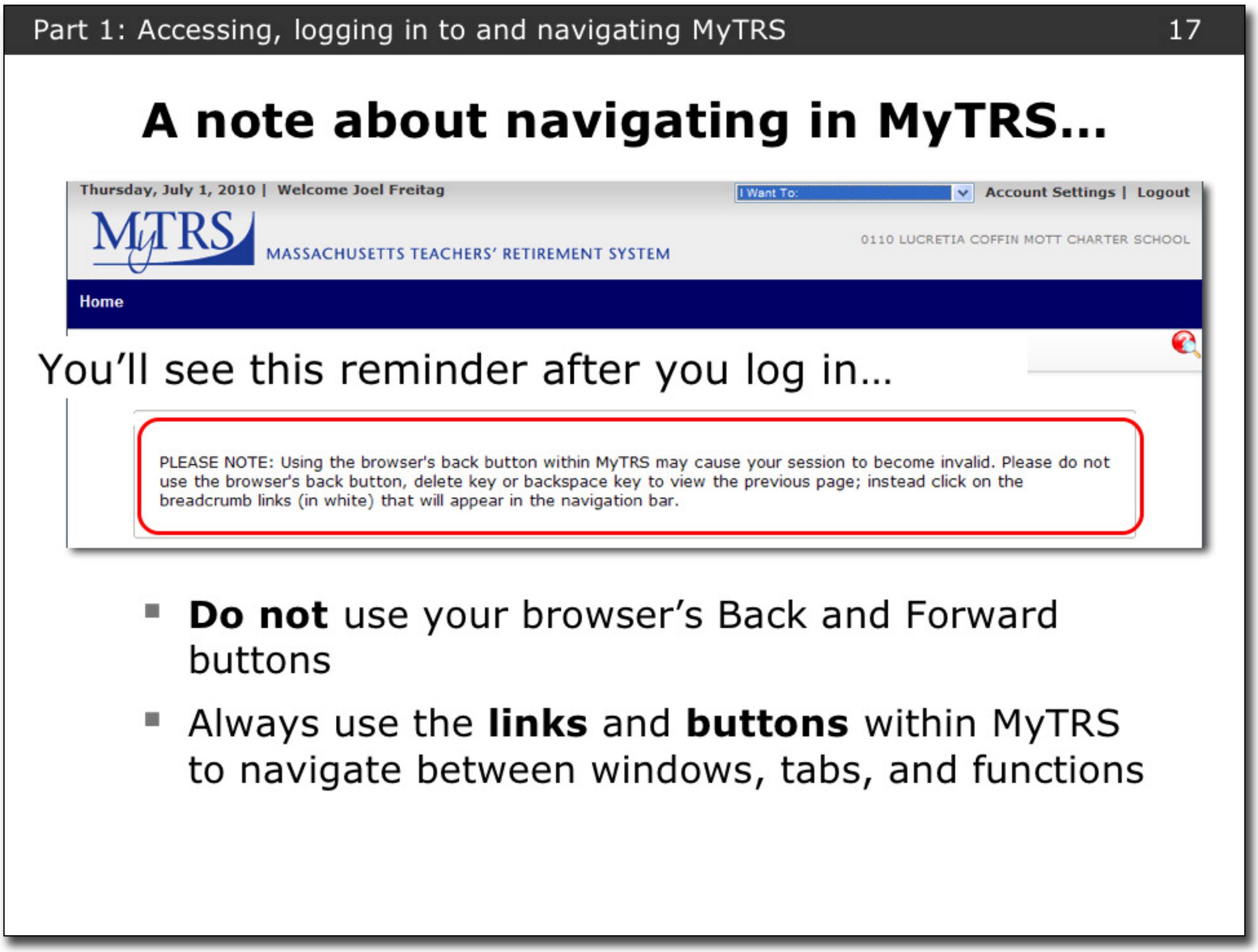
Welcome information and header components



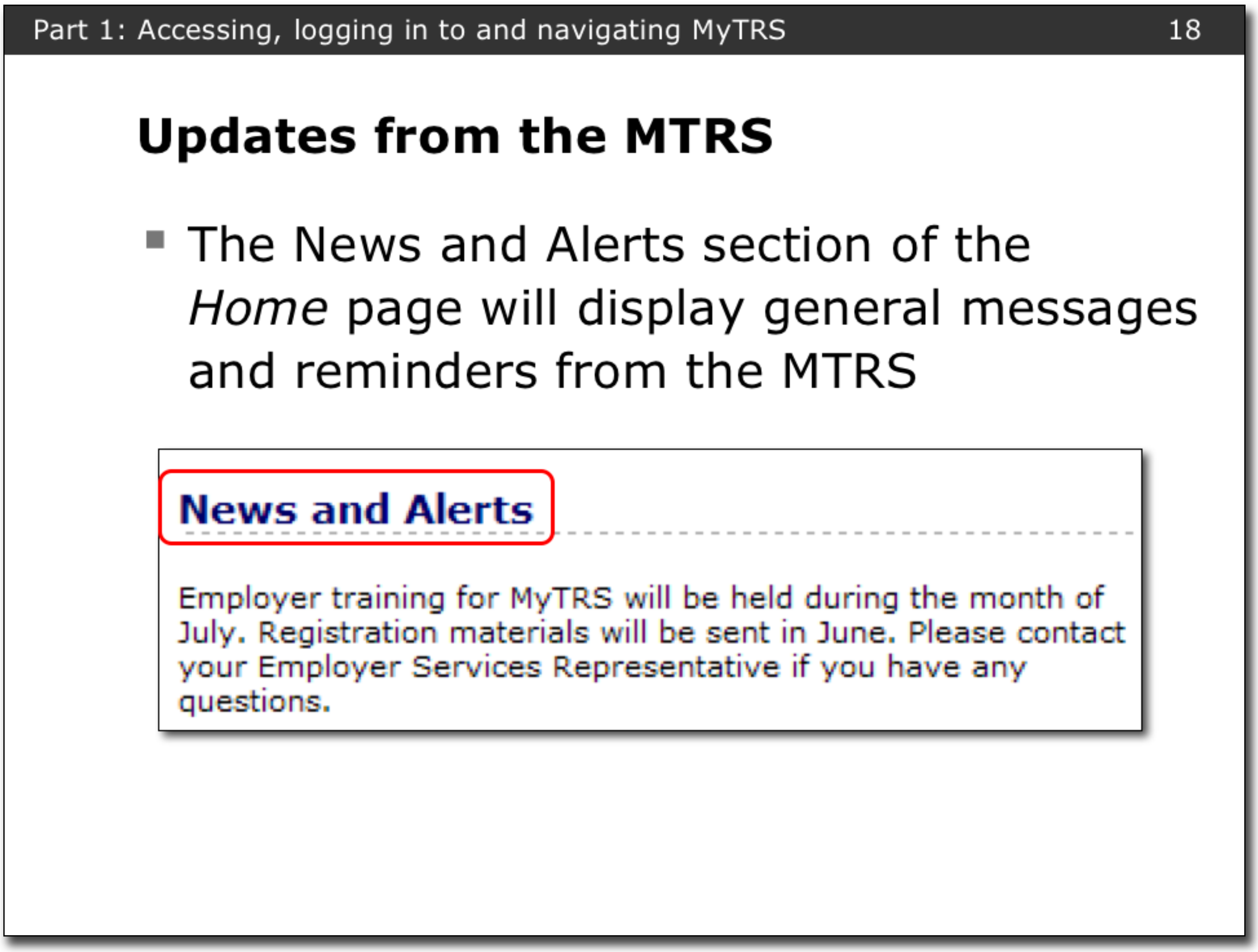
- Current date and user information
- **I Want To:** pull-down menu
- **Account Settings** link
- **Logout** link
- Employer name
- **Help** icon

- Welcome information and header components:
  - Current date and user information
  - **I Want To:** pull-down menu displays links used to navigate to MyTRS windows; these are the same links found on the *Home* page
  - **Account Settings** link
  - **Logout** link
  - Employer name
  - **Help** icon, which links directly to the online *MyTRS User Guide* and *Guided Practices* resources
- As a security feature, if your session is inactive for approximately 20 minutes, MyTRS will automatically log you out.

- **Home** link: Takes you to your MyTRS *Home* page
- **Category**: The specific group of related activities found under the four headings in the left column on the *Home* page (e.g., Employer Management, Your Employees)
- **Current window**: The link you selected on the *Home* page or from the **I Want To:** pull-down menu



- **Please remember**: As is common in online applications, the use of your browser's Back and Forward navigation buttons within MyTRS may disrupt your connection to the MyTRS database, resulting in data loss and errors within your session.

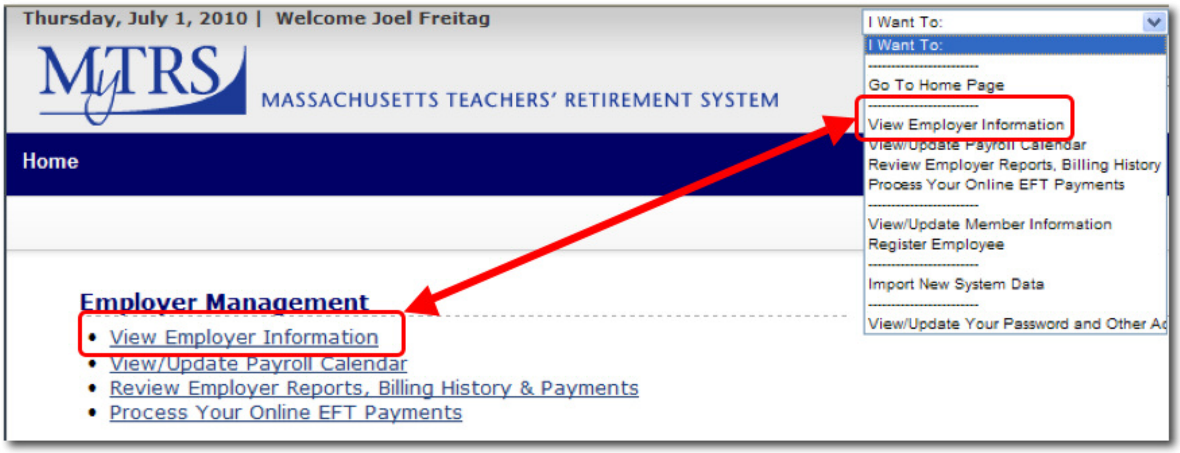


- Check News and Alerts for updated information each time you log in to MyTRS.

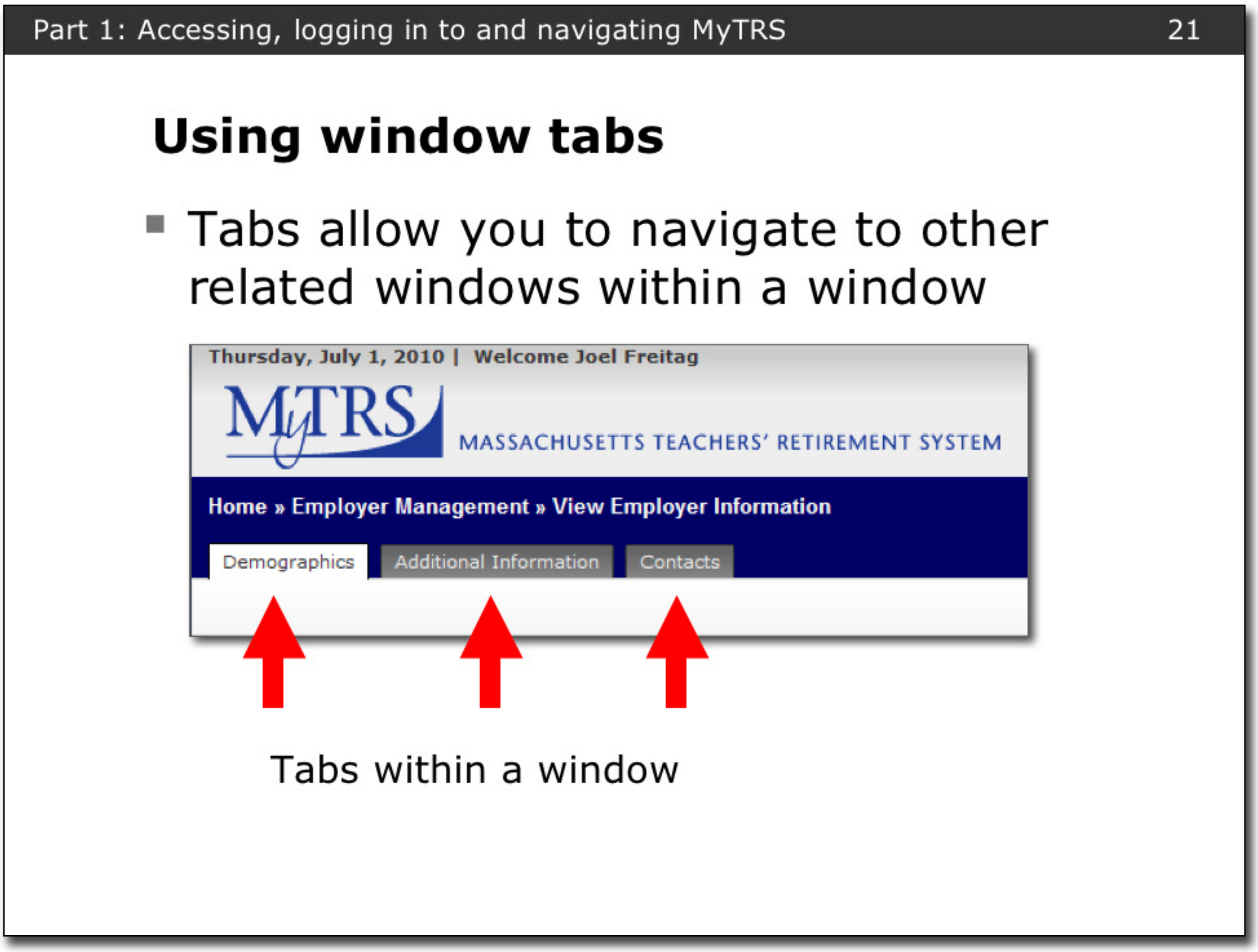
- These headings represent the four main **categories** of functions in MyTRS:
  - Employer Management
  - Your Members
  - Import/Export Files
  - Administration Functions
- The bulleted links represent different functions within each category, and link to specific windows.
- The **I Want To:** pull-down menu contains the same links that appear on the Home page, and appears in all windows. This pull-down menu provides "quick links" to the specific transaction windows, allowing you to go directly to those windows without having to go back to the *Home* page.

Part 1: Accessing, logging in to and navigating MyTRS 20

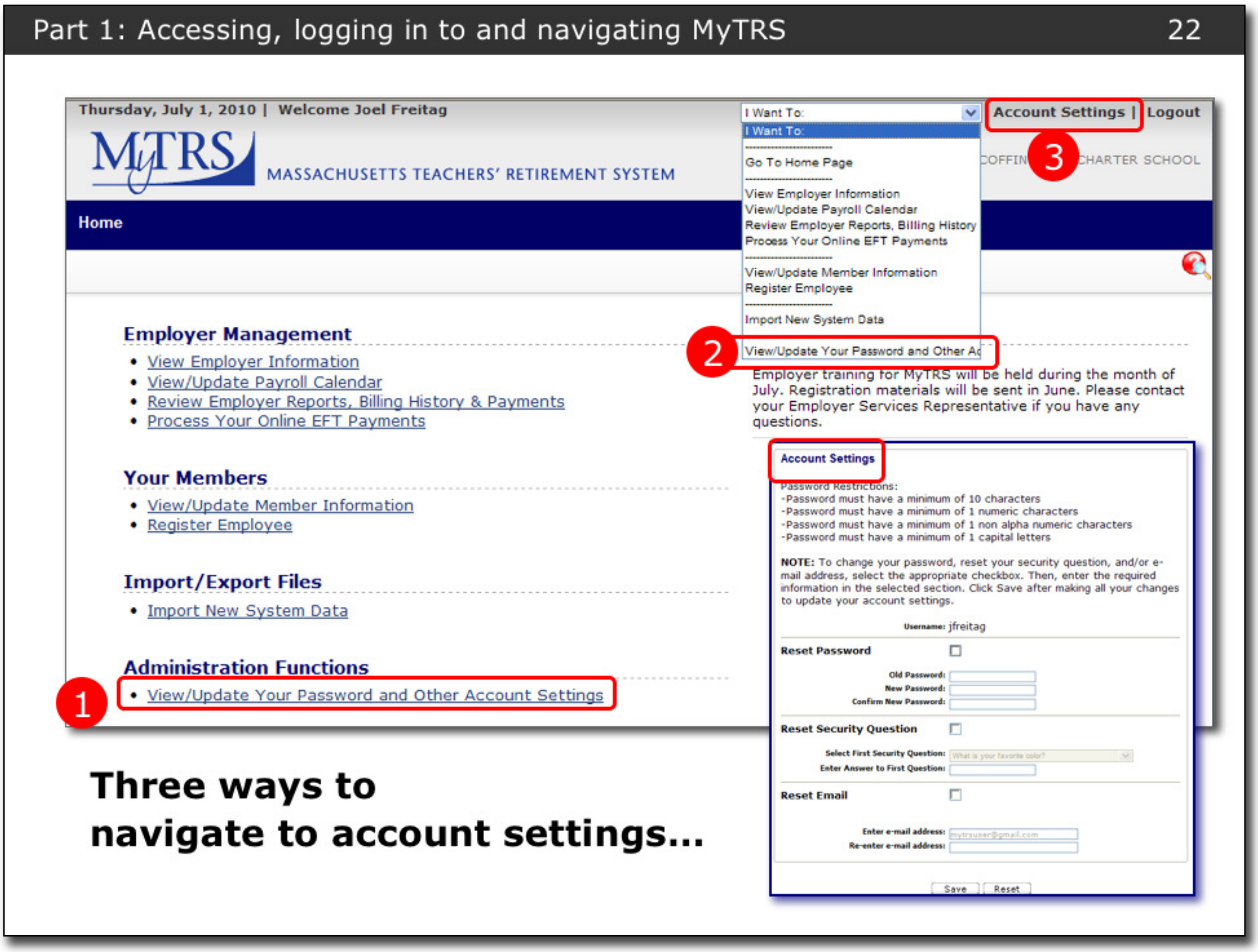
Viewing your general employer info



- The View Employer Information section displays general information about your district:
  - MyTRS contacts (or users) and their roles
  - Address, phone, fax and e-mail information
  - Federal tax identification number



- A white background indicates the active tab (the tab you are currently viewing); a gray background indicates inactive tabs.

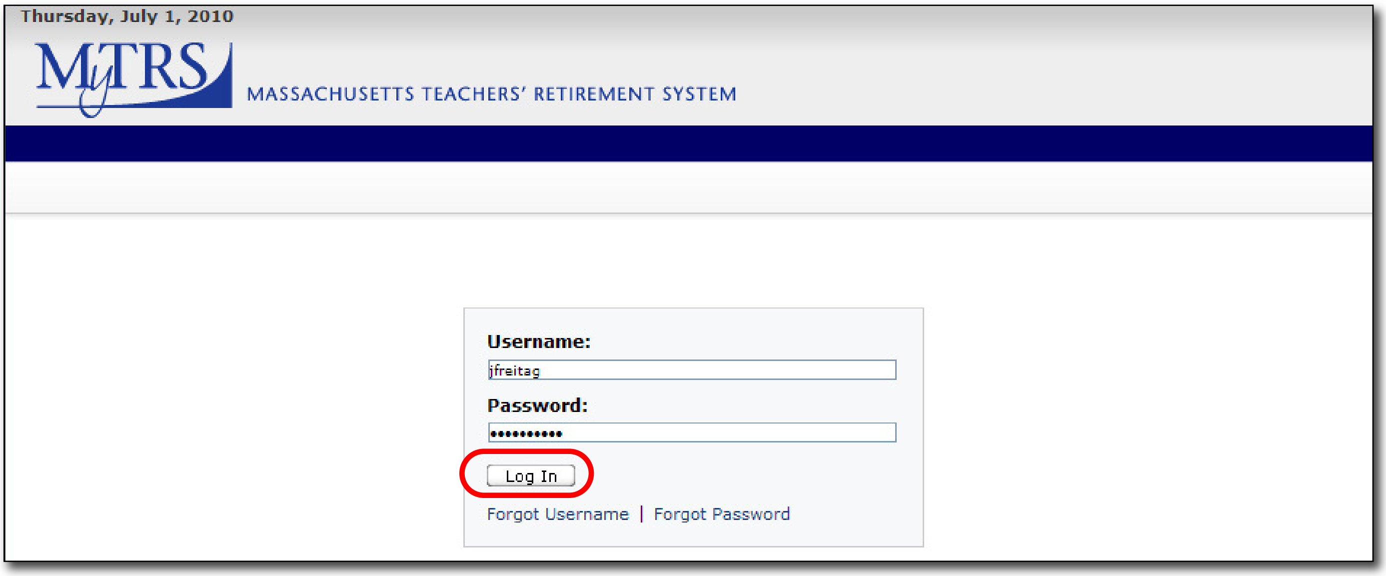


- The *Account Settings* window is where you maintain your password, security question and e-mail address information.
- There are three links to the Account Settings window:
  - at the bottom of the *Home* page,
  - at the bottom of the **I Want To:** pull-down menu, and
  - in the upper right corner on every window.

Demonstration 1

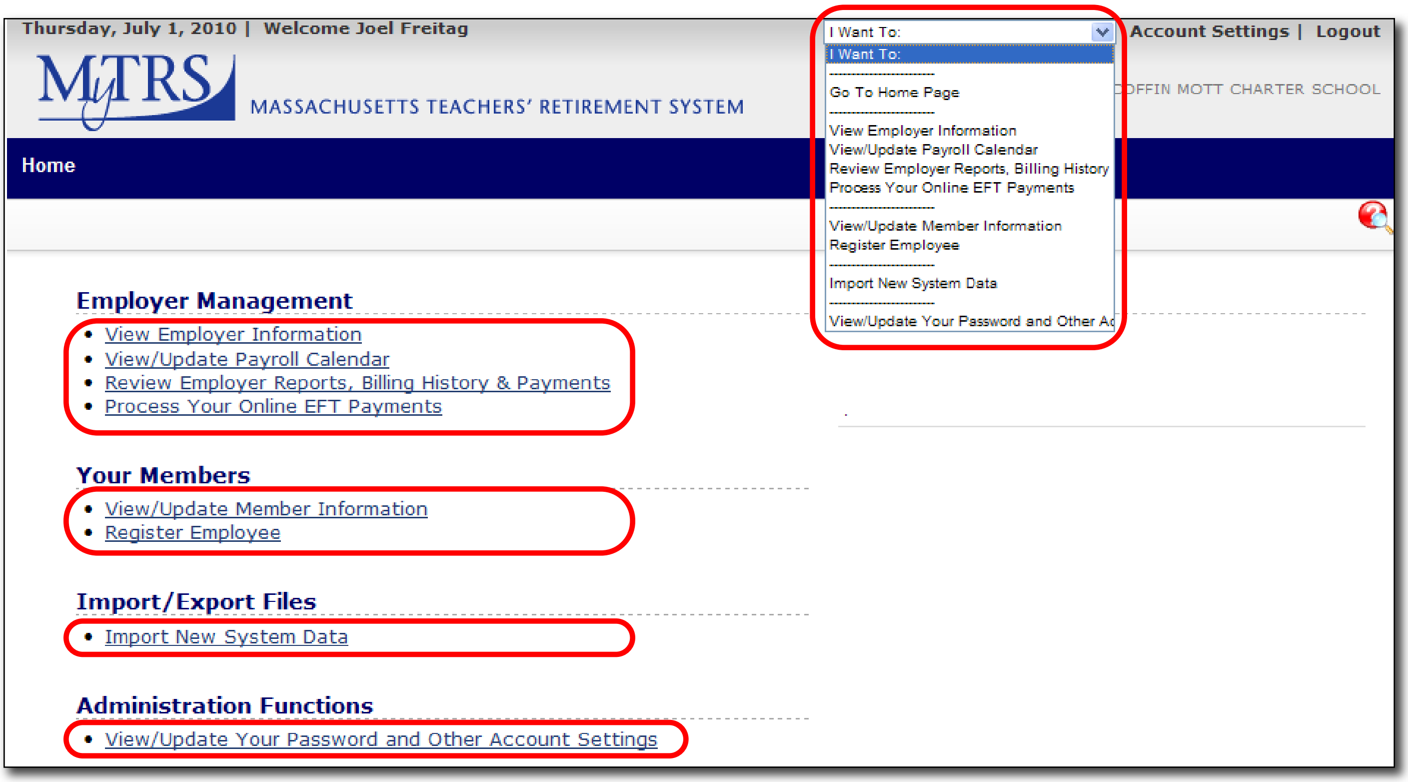
Navigating MyTRS and using Help

Step 1: Log in to MyTRS.



Demonstration 1: Navigating MyTRS and using Help (continued)

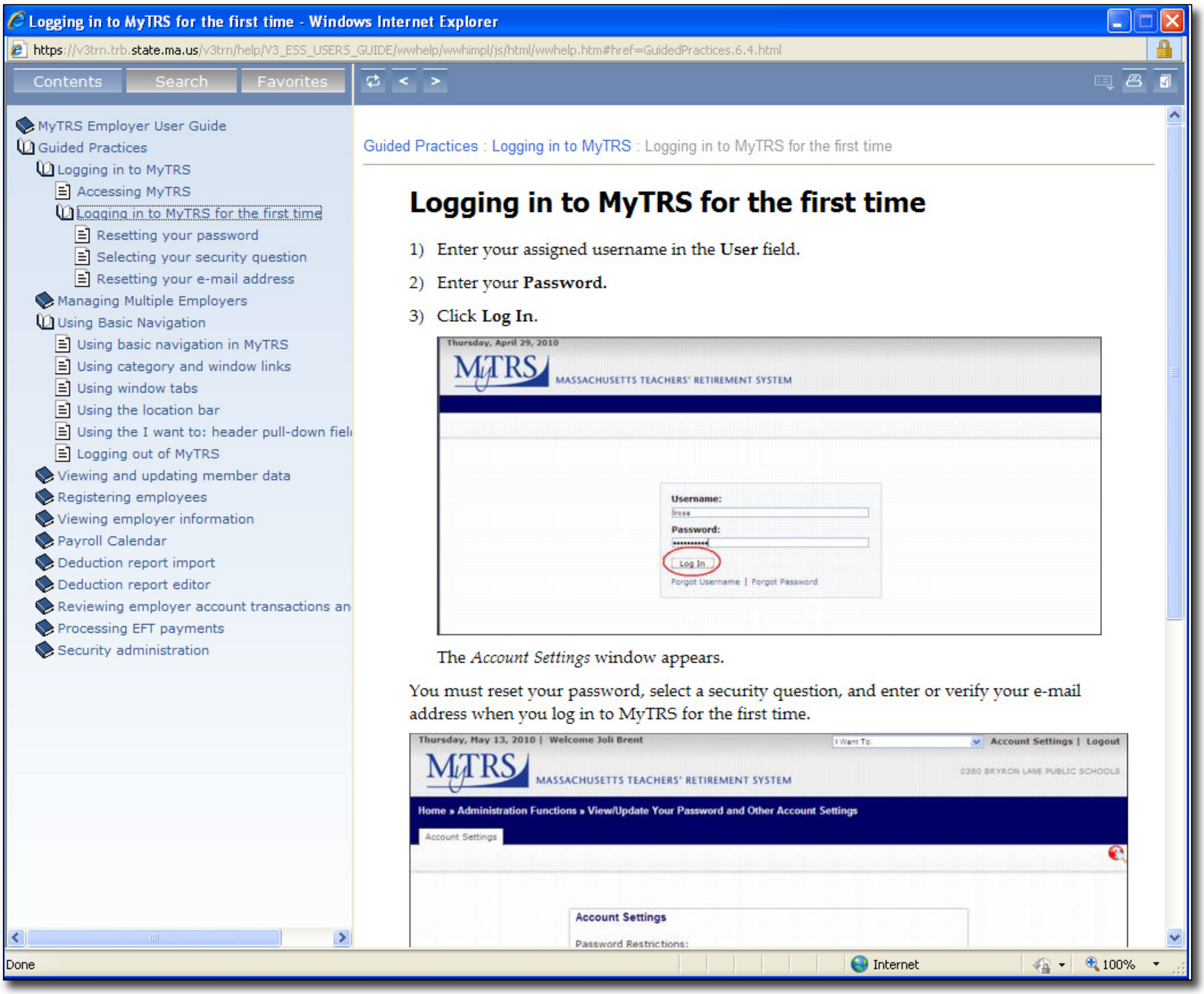
Step 2: Choose a link from your MyTRS *Home* page, using either the links in the window or those in the **I Want To:** "quick links" pull-down menu.



- **Note**: For Demonstration 2, we will choose *Register Employee* from this window.
- If you need help at any time, just click on the red **Help** icon on the top right corner of the page and MyTRS will go to the help text that is related to the window you are in when you click **Help**.

Demonstration 1: Navigating MyTRS and using Help (continued)

Step 3: Choose Help for guidance on the content of the current window.



- MyTRS will open the Help menu that is most relevant to the window you are in when you click on the **Help** icon. The Help menu is fully searchable.
- The red **Help** icon is not available in pop-up windows, but can be accessed from the primary window that generated the pop-up window.
- The Help menu also includes a section containing “Guided Practices,” which are step-by-step tutorials on how to perform specific transactions.

Notes

Part 1

Getting started

Accessing, logging in to and navigating MyTRS

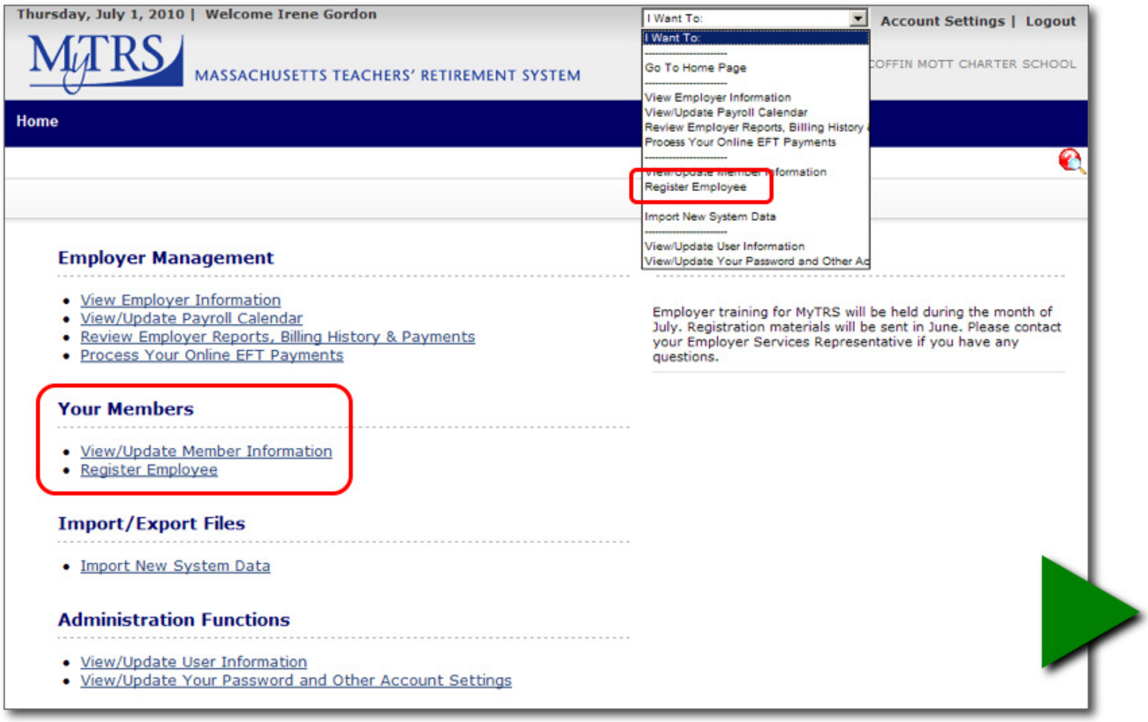
▶ **Registering your employees and accessing their accounts**

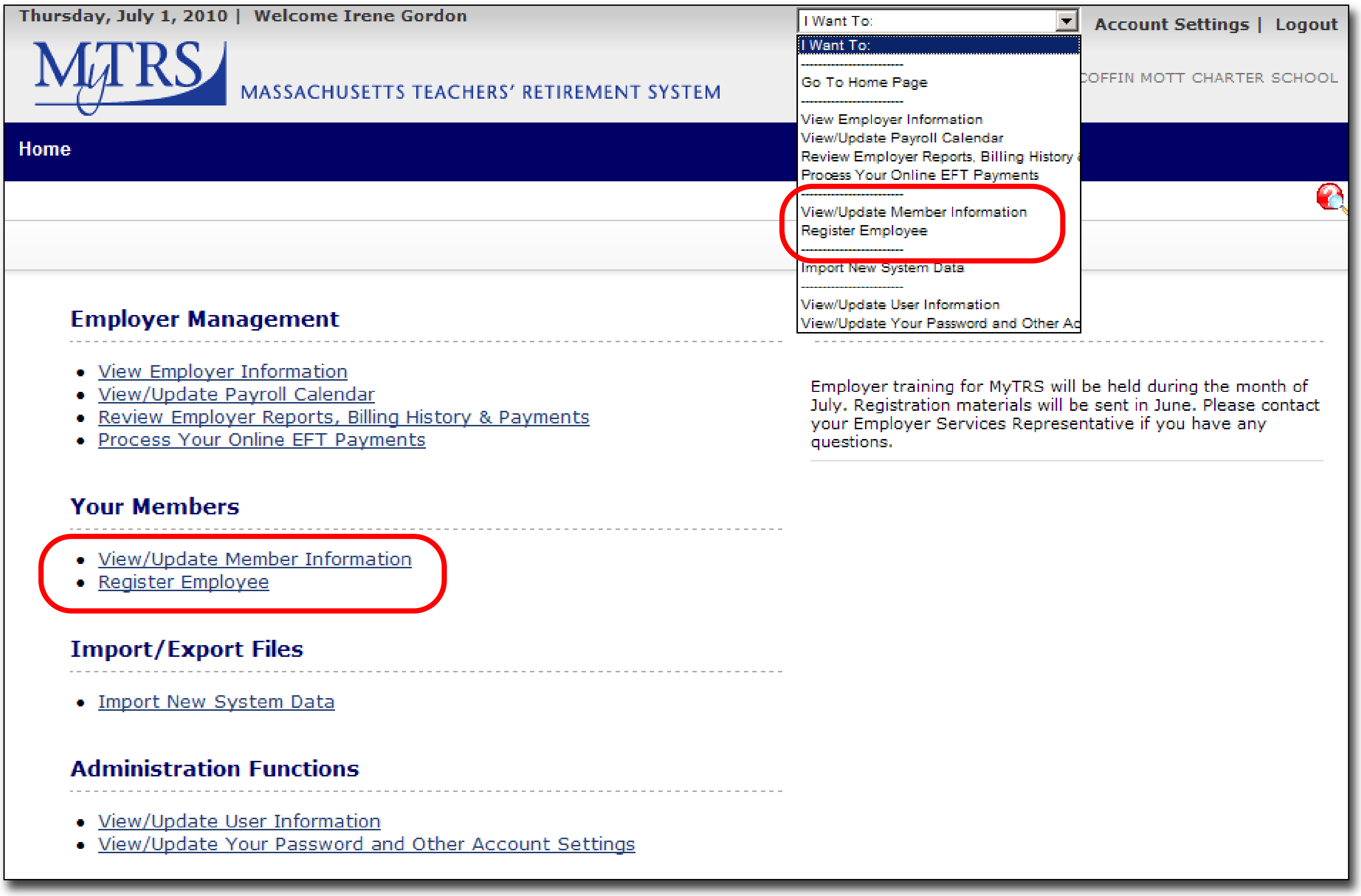
Managing your employer's general info

Part 1: Registering your employees and accessing their accounts 25

Your Members

- Registering employees





- The **View/Update Member Information** window provides demographic and employment information for your employees.
- The **Register Employee** link is used to add new employees to MyTRS.

Part 1: Registering employees, accessing their accounts 26

Registering your new employees

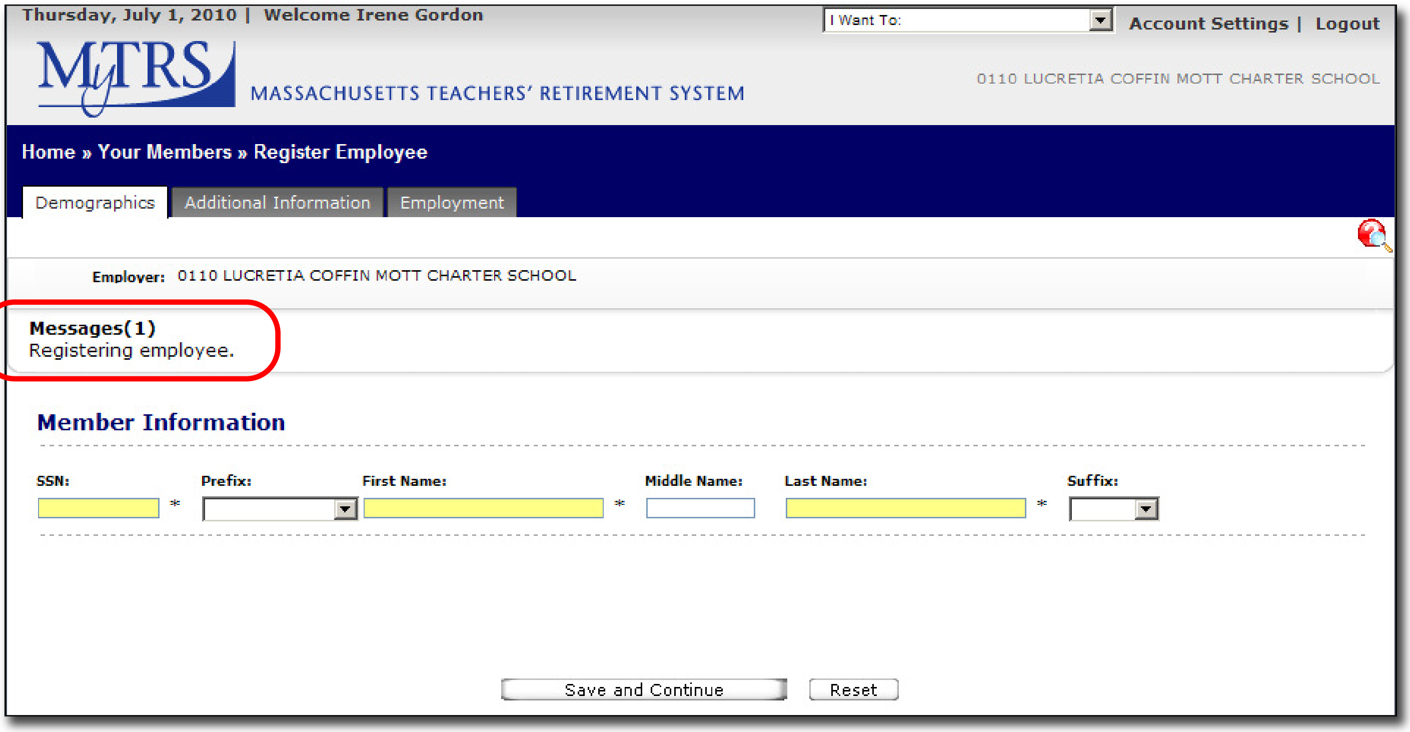
- Your current employees are already in MyTRS
- The MyTRS registration process requires that you enter the same basic information as in the pre-MyTRS form—just in three web pages vs. the pdf form
- Add new employees to MyTRS in four quick steps:
  1) Enter demographic information
  2) Enter certification-related information
  3) Enter employment information
  4) Generate and print the MTRS Enrollment Assignment Sheet
- The MyTRS Enrollment Assignment Sheet was designed to look just like the pre-MyTRS version

- **Please note:** Because the employee registration data that you enter online is transferred to the "employee enrollment" area of MyTRS overnight, the employee cannot complete his or her online enrollment assignment until the next day. In other words, you and the employee cannot both do your portions of the online registration and enrollment together in one sitting.
- The employee online enrollment process remains the same as it was prior to the implementation of MyTRS.

Demonstration 2

Registering a new employee

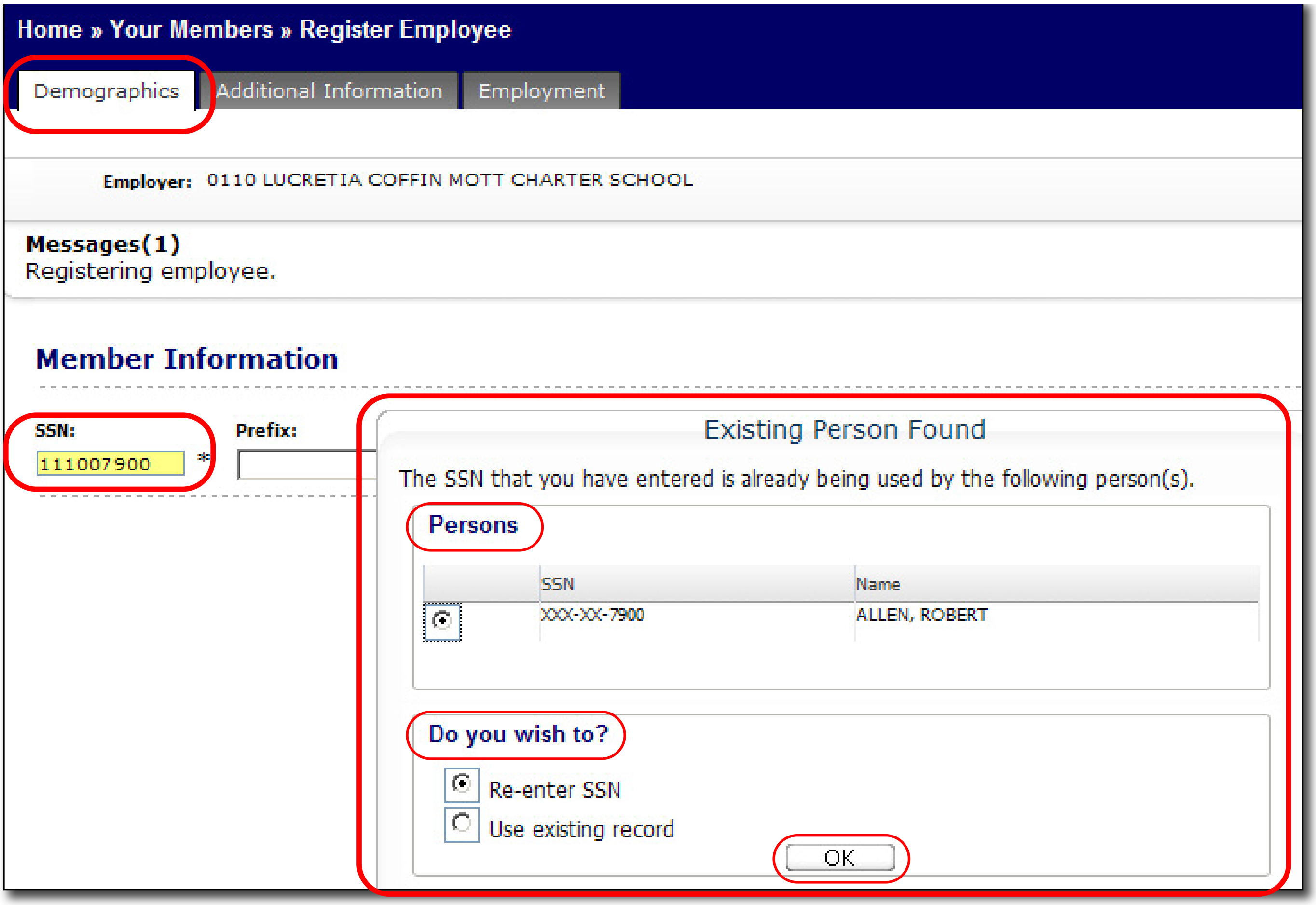
Step 1: In the demographics tab, enter the employee's SSN.



- The first step of registering an employee is entering the SSN and then seeing if that SSN already exists in the system for a different member of the MTRS.
- After you enter the required information on each tab, click **Save and Continue** and MyTRS will automatically open the next tab (window) in the process. You can use the Reset button to clear the fields on a tab and re-enter the correct data.
- Fields highlighted in yellow are required fields.

Demonstration 2: Registering a new employee (continued)

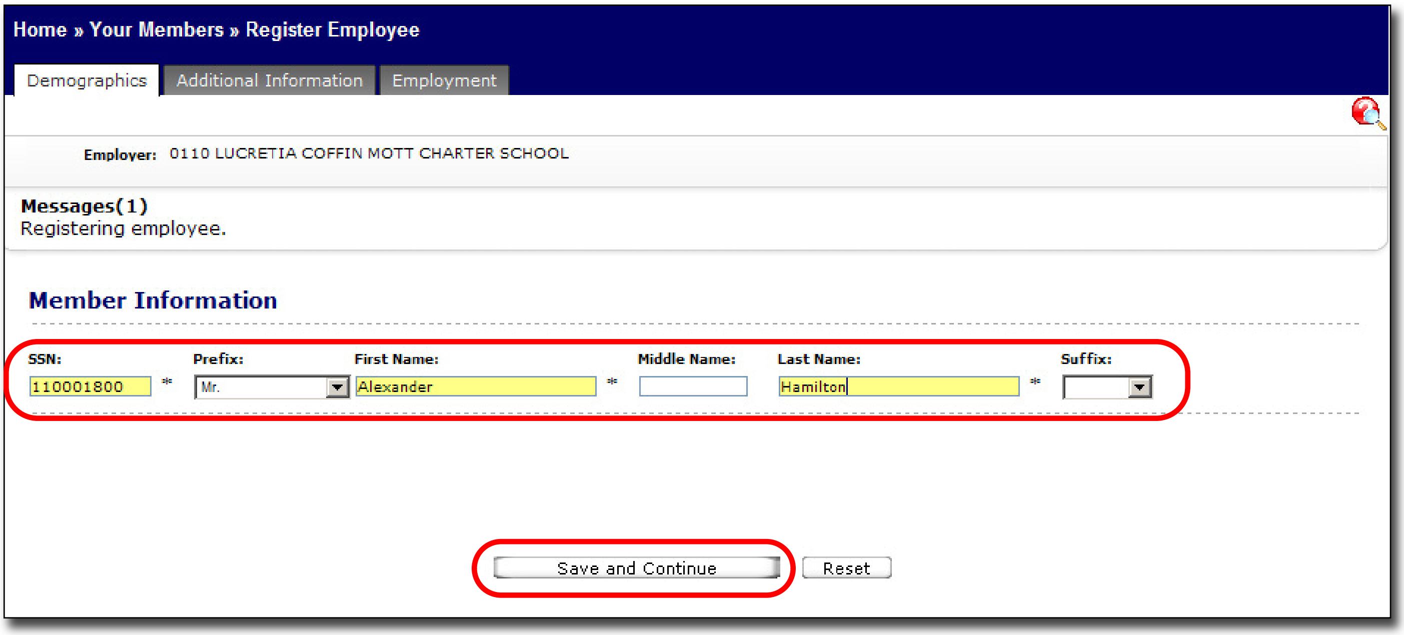
Step 2: If the employee already has a record in MyTRS with your employer, be sure to use his or her existing record.



- Enter the member's SSN.
- If a person with that SSN already exists, a pop-up window will open, advising you to either choose that member or re-enter another SSN. The window will display four digits of the employee's SSN and the employee's full name.
- You then have two options:
  - If you choose to "Use existing record," the demographics window will appear with the employee's information and you can proceed to Step 4.
  - If you choose to "Re-enter SSN," the pop-up closes and you can then enter the employee's demographic information.

Demonstration 2: Registering a new employee (continued)

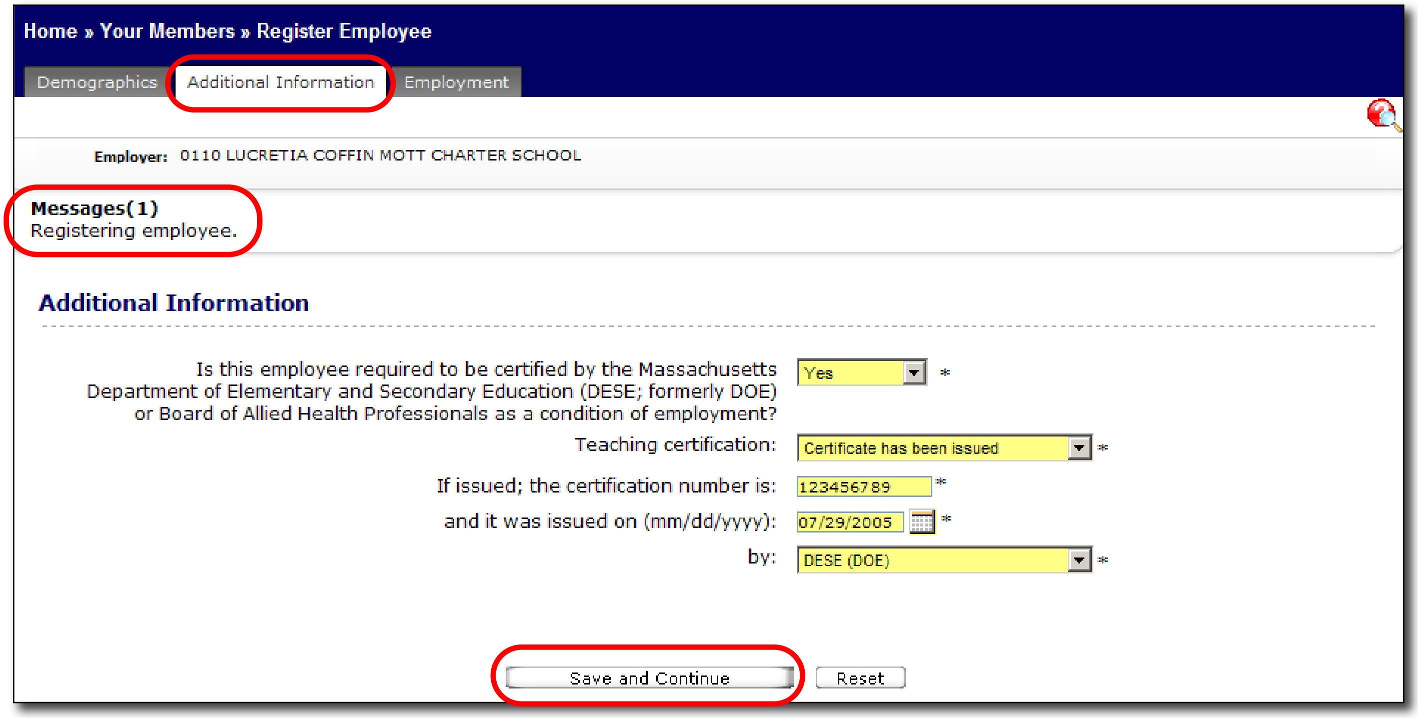
Step 3: Enter the employee's demographic information.



- Click **Save and Continue**.

Demonstration 2: Registering a new employee (continued)

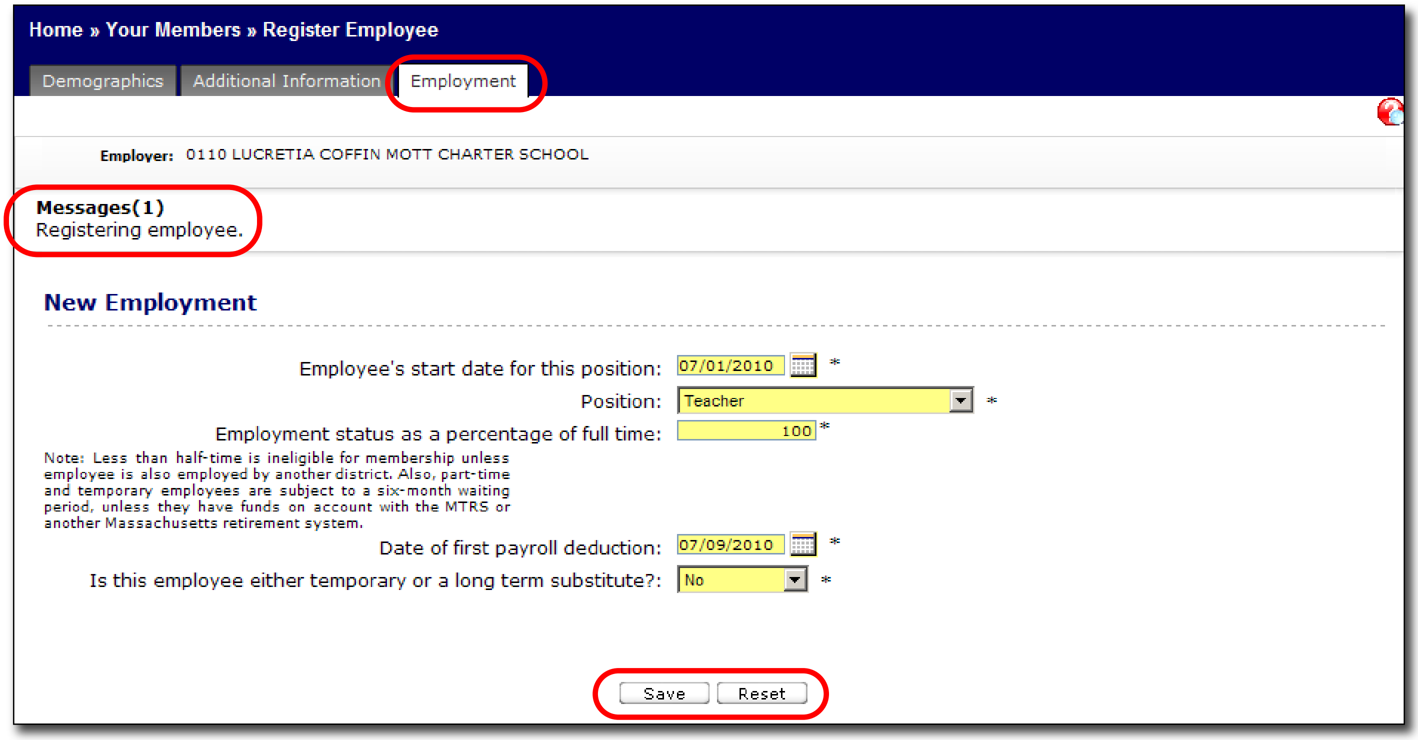
Step 4: Add the employee's **certification** information.



- Select the appropriate response to the Additional Information section question. If, to the "certification required" question, you answer:
  - "Yes," additional fields appear on this window requiring your response. Select the appropriate response from the Teaching certification pull-down menu. The four available options are:
    - **Not Certified**: Click **Save and Continue** to add Employment information.
    - **Certification Pending**: Click **Save and Continue** to add employment information.
    - **Received a Waiver**: Click **Save and Continue** to add employment information.
    - **Certificate has been issued**: Continue to next question and enter the certification number and the certification issue date for the certification. Select the name of the organization that issued the certification from the pull-down list [DESE (DOE), Board of Allied Health Professionals, or Other], and then click **Save and Continue**. The Employment window appears.
  - "No," click **Save and Continue**. The *Employment* window appears.

Demonstration 2: Registering a new employee (continued)

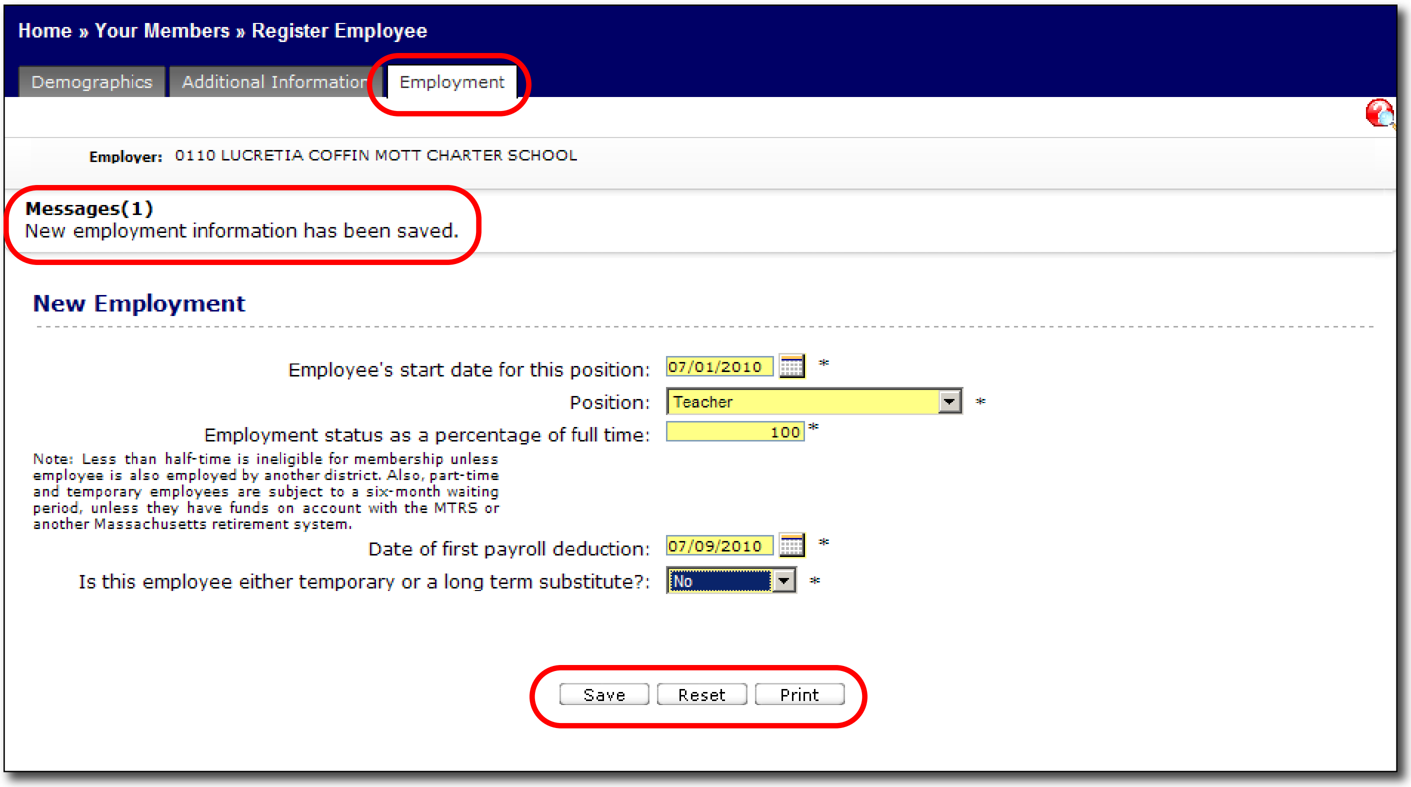
Step 5: Add the employee's **employment** information.



- Enter the member's employment start date for the position.
- Select the appropriate Position from the pull-down field.
- Enter the employment status as a percentage of full-time (e.g., full-time employment equals 100). This number cannot be greater than 100 or less than 0.
- Enter the employee's first payroll deduction date.
- Indicate whether the member is a temporary employee or a long-term substitute by selecting Yes or No.
- Click **Save** to move to the final step in the registration process.

Demonstration 2: Registering a new employee (continued)

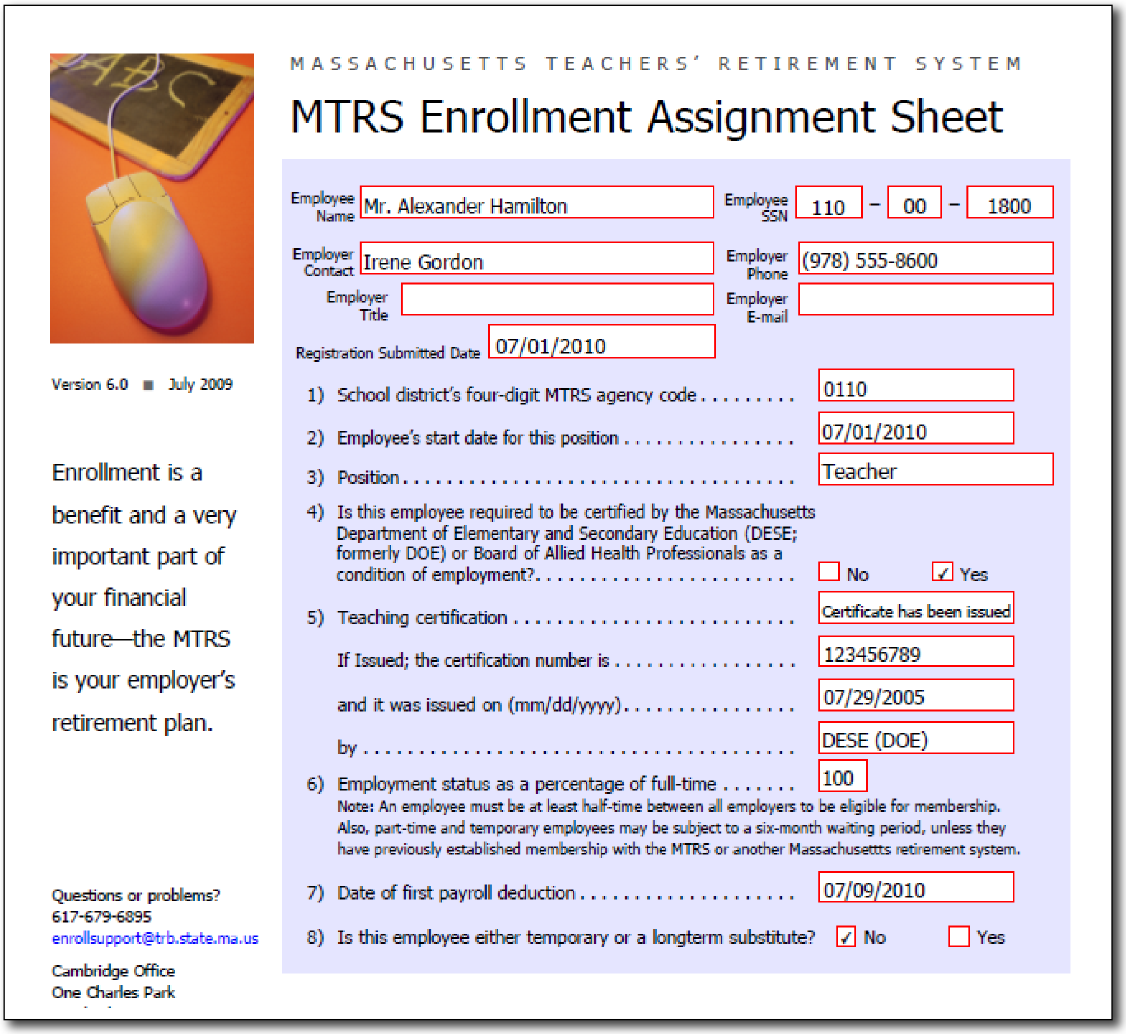
Step 6: Generate the employee's MTRS Enrollment Assignment Sheet.



- After saving the employee's employment information, the "New employment information has been saved" message appears on the window and the Print button appears.
- Click **Print** to generate the MTRS Enrollment Assignment Sheet.

Demonstration 2: Registering a new employee (continued)

Step 7: Print the employee’s MTRS Enrollment Assignment Sheet.



MASSACHUSETTS TEACHERS’ RETIREMENT SYSTEM

MTRS Enrollment Assignment Sheet

Version 6.0 ■ July 2009

Enrollment is a benefit and a very important part of your financial future—the MTRS is your employer’s retirement plan.

Questions or problems?
617-679-6895
enrollsupport@trb.state.ma.us

Cambridge Office
One Charles Park

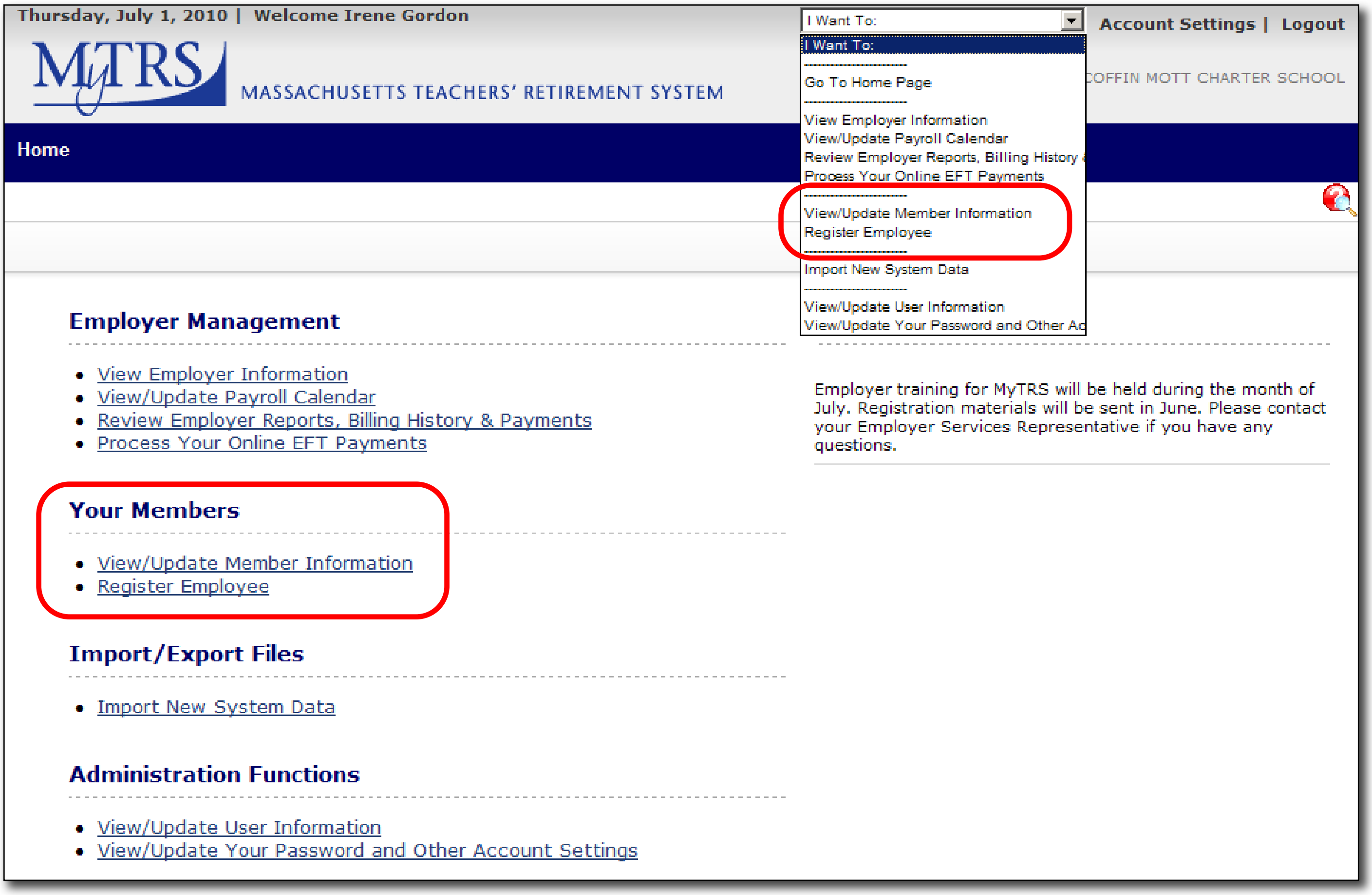
Employee Name: Mr. Alexander Hamilton
Employee SSN: 110 – 00 – 1800
Employer Contact: Irene Gordon
Employer Phone: (978) 555-8600
Employer Title:
Employer E-mail:
Registration Submitted Date: 07/01/2010

1) School district’s four-digit MTRS agency code 0110
2) Employee’s start date for this position 07/01/2010
3) Position . . . . Teacher
4) Is this employee required to be certified by the Massachusetts Department of Elementary and Secondary Education (DESE; formerly DOE) or Board of Allied Health Professionals as a condition of employment? . . . . ☐ No ☑ Yes
5) Teaching certification . . . . Certificate has been issued
If Issued; the certification number is 123456789
and it was issued on (mm/dd/yyyy) 07/29/2005
by . . . . DESE (DOE)
6) Employment status as a percentage of full-time 100
Note: An employee must be at least half-time between all employers to be eligible for membership. Also, part-time and temporary employees may be subject to a six-month waiting period, unless they have previously established membership with the MTRS or another Massachusettts retirement system.
7) Date of first payroll deduction 07/09/2010
8) Is this employee either temporary or a longterm substitute? ☑ No ☐ Yes

- A PDF version of the MTRS Enrollment Assignment Sheet displays. The PDF form is very similar to the current form.
- Use the icons in the PDF window to save and print two copies of the assignment sheet. Keep one copy for your records and give one copy to the employee.
- The employer’s portion of the registration process is now complete.
- To register additional employees, return to the Demographics tab and click **Reset**.
- **Workflow suggestion**: You can save these assignment sheets in a folder on your computer and then delete the registration form for any employee as soon as the confirmation sheet is returned. This will provide you with a method of managing which employees still have not enrolled.

Demonstration 2: Registering a new employee (continued)

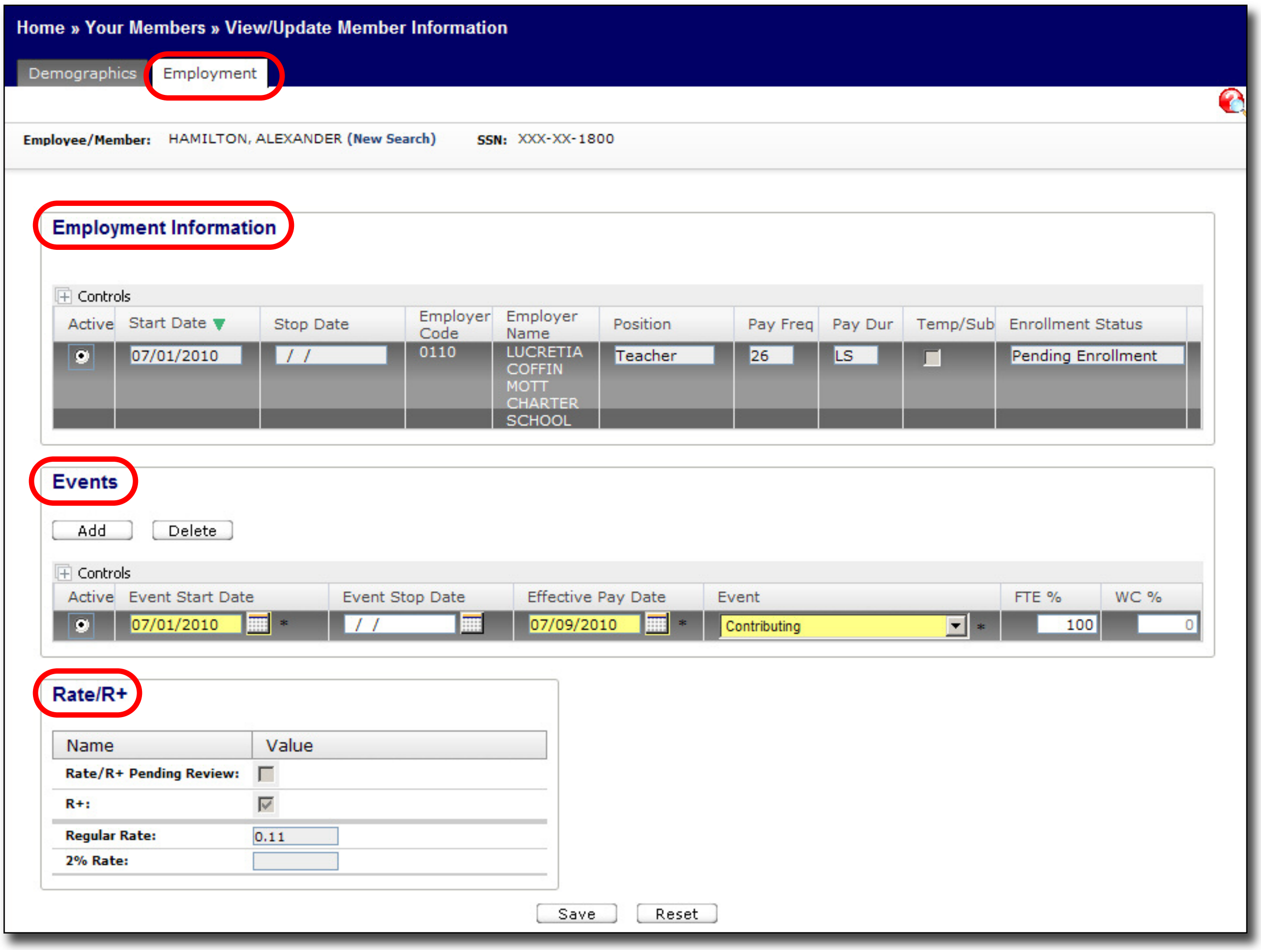
Step 8: Find your newly registered employee in MyTRS.



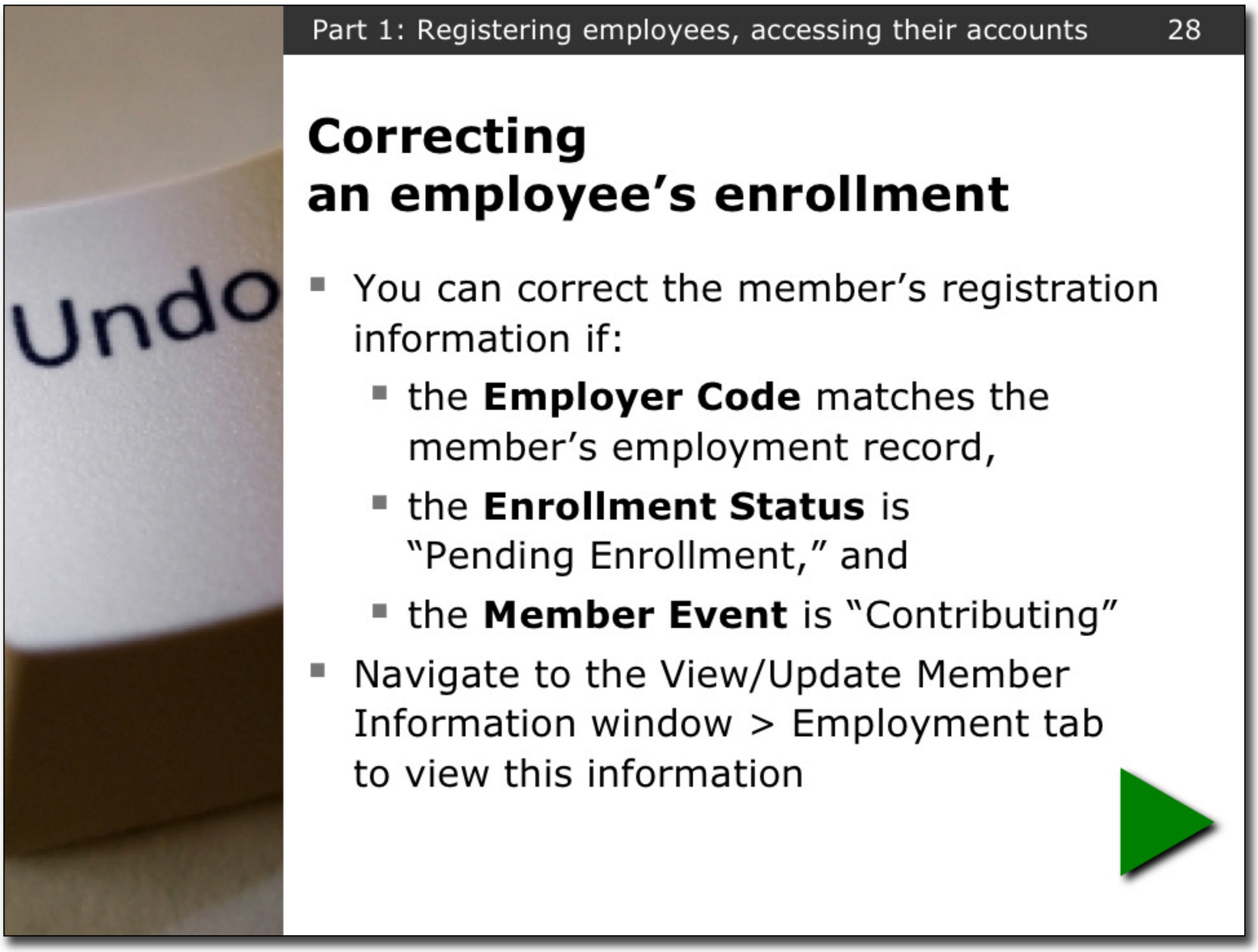
- To find your newly registered employee, navigate to the Employment tab in the *View/Update Member Information* window.
- When you click **View/Update Member Information** right after you have registered a new employee, his or her demographic information will automatically appear. (In other words, in this situation, you do not have to search to find the new employee's record.)

Demonstration 2: Registering a new employee (continued)

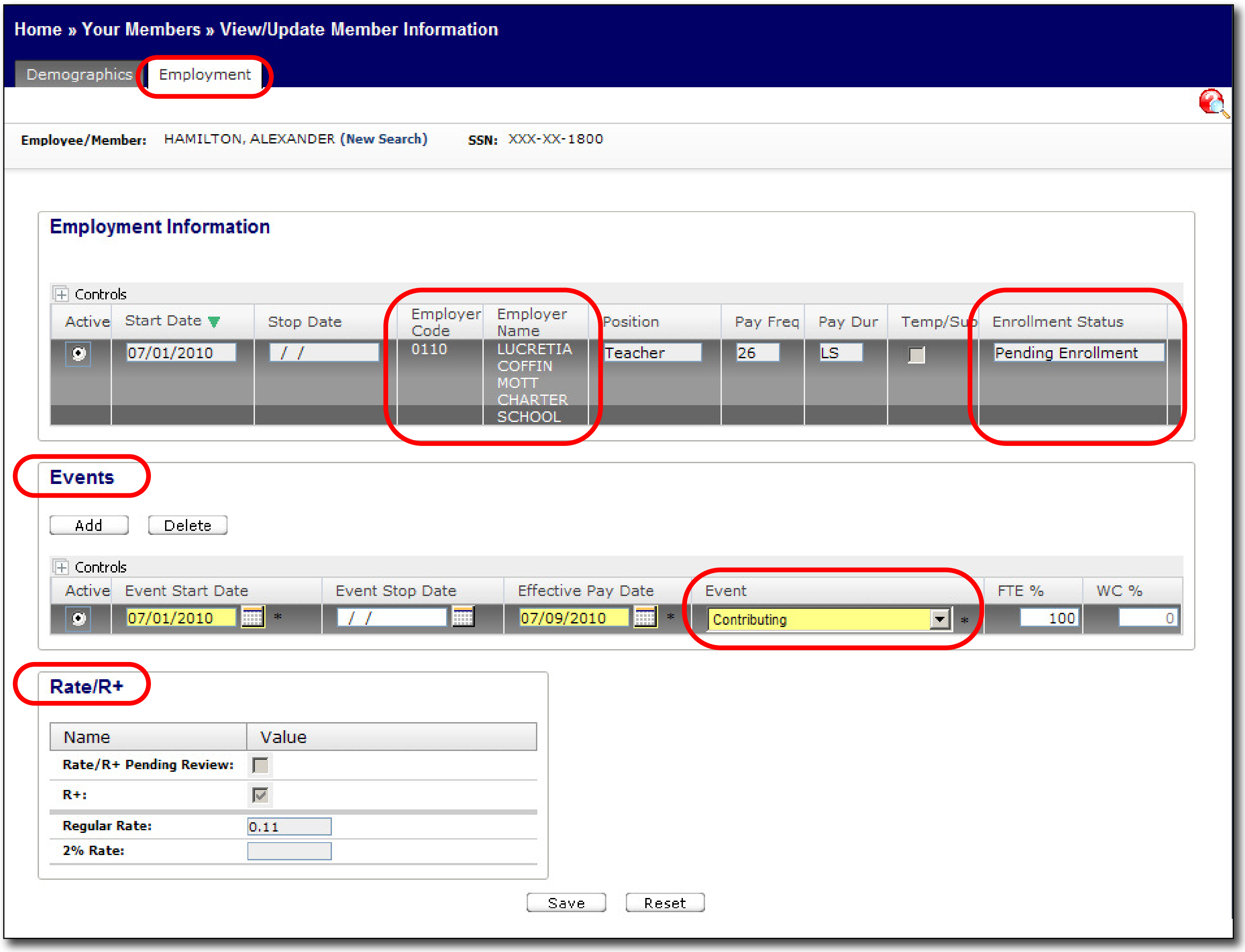
Step 9: Check your newly registered employee's Employment and Event status.

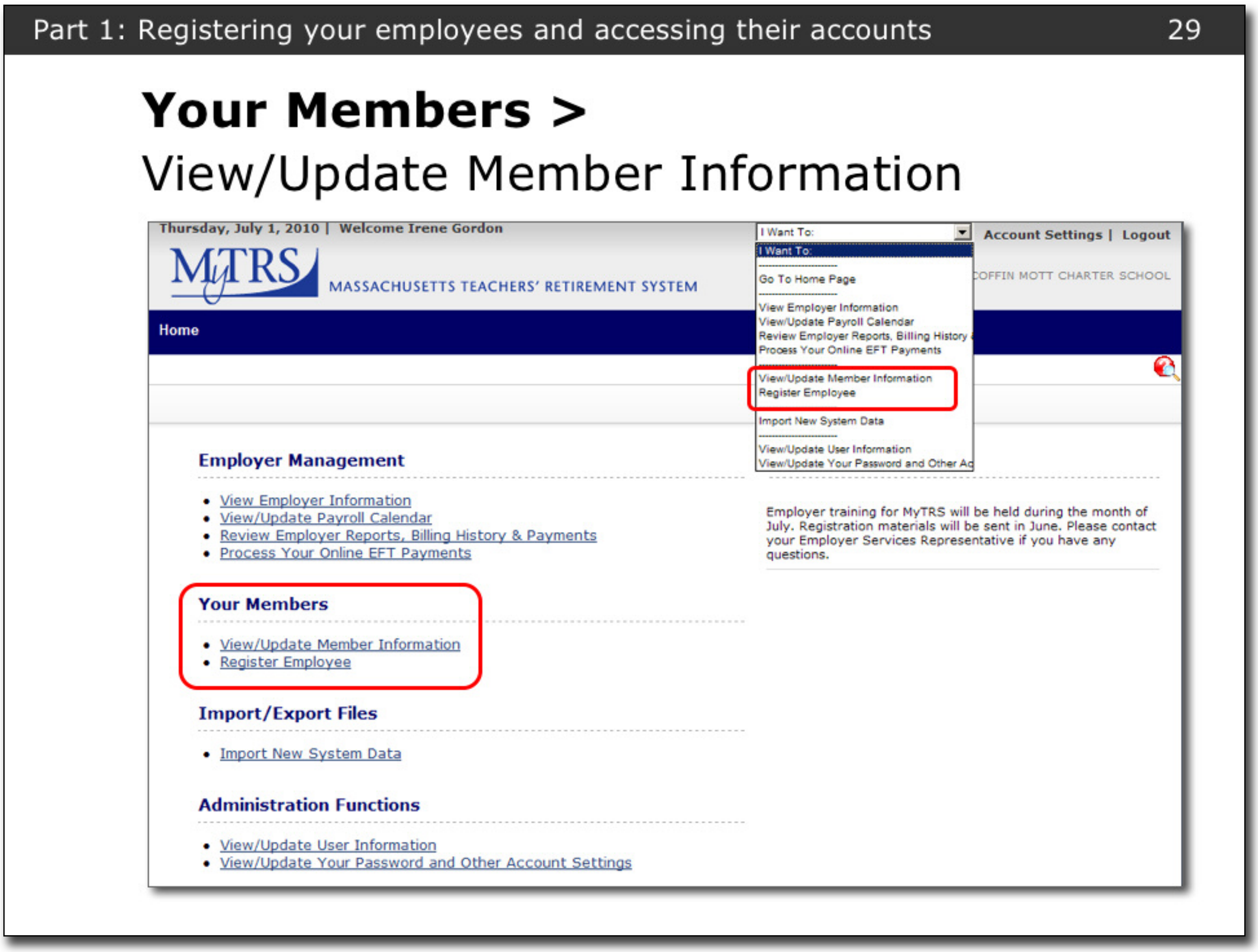


- To check the member's status:
  - Navigate to the Employment tab on the *View/Update Member Information* window.
  - In the Employment section you can see the member's enrollment status. If you see:
    - **Pending Enrollment**: The member must enroll using the MTRS's Mandatory Online Enrollment Process.
    - **Pending Eligibility**: The member's eligibility is under review by MTRS.
    - **Never Eligible**: It has been determined that the employee was not eligible during any time at which deductions were sent to the MTRS.
    - **Processed**: The member is enrolled.
  - In the Events section, you can view the member's employment events.
- If the enrollment status is Pending Enrollment, and the event is Contributing, you can fix any data errors that may have occurred during the registration process. Otherwise, you must contact your Employer Services Representative to have the information corrected.

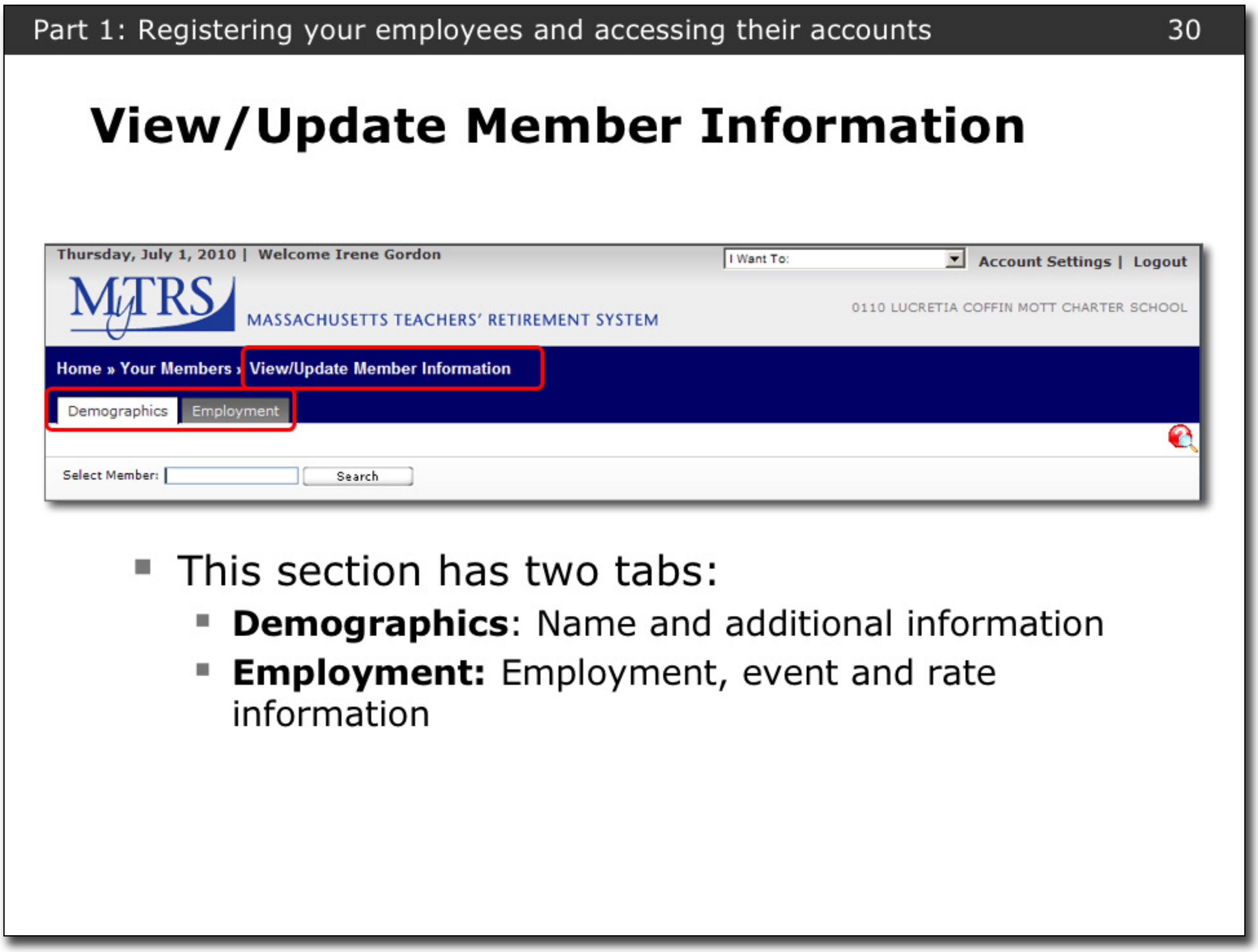


- **Note**: Once the employee is enrolled, you can no longer change his or her registration information in MyTRS and you need to call your Employer Services Representative for assistance.

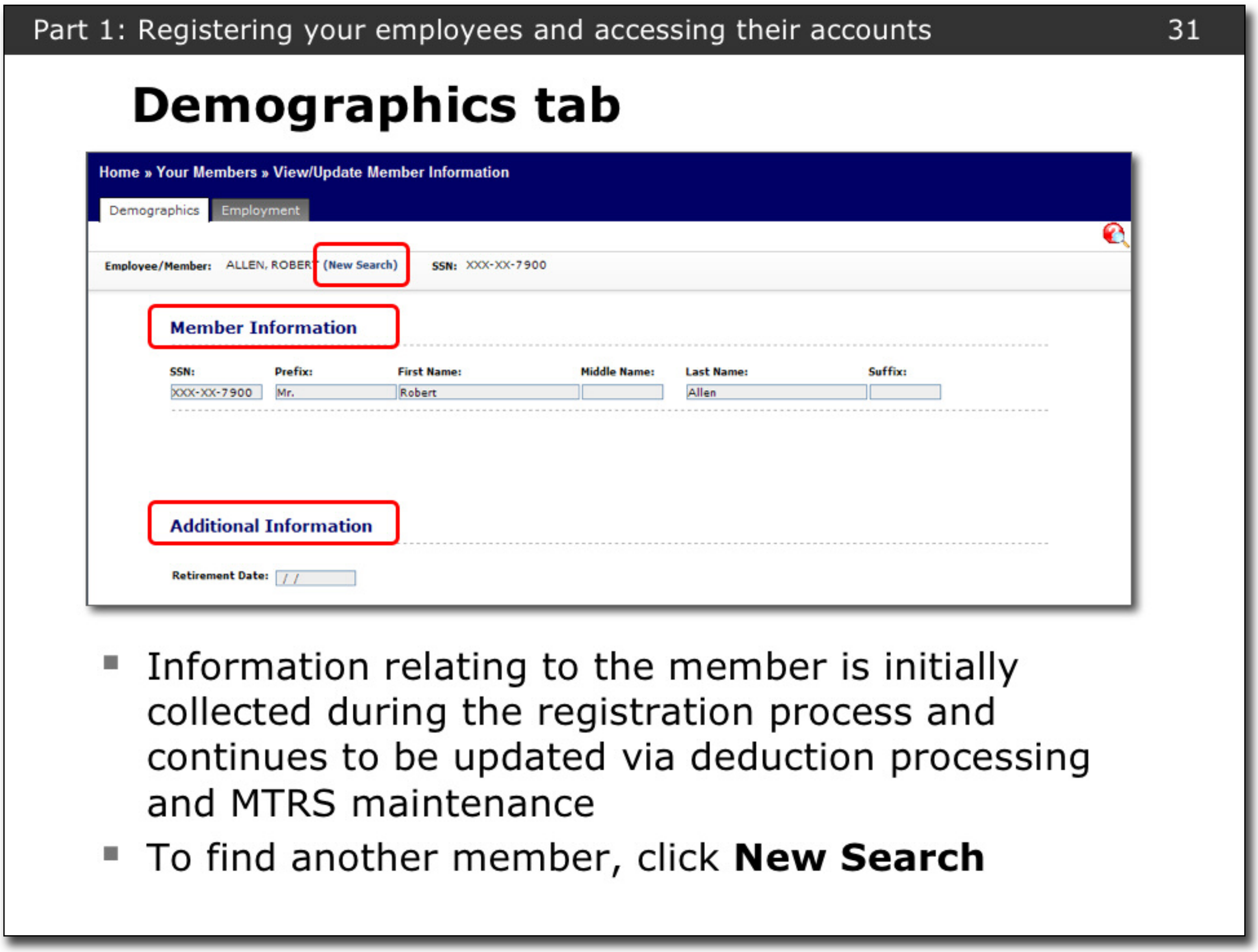

Home » Your Members » View/Update Member Information
Demographics
Employment
Employee/Member: HAMILTON, ALEXANDER (New Search) SSN: XXX-XX-1800
Employment Information
Controls
Active
Start Date
Stop Date
Employer Code
Employer Name
Position
Pay Freq
Pay Dur
Temp/Sub
Enrollment Status
07/01/2010
0110
LUCRETIA COFFIN MOTT CHARTER SCHOOL
Teacher
26
LS
Pending Enrollment
Events
Add
Delete
Controls
Active
Event Start Date
Event Stop Date
Effective Pay Date
Event
FTE %
WC %
07/01/2010
07/09/2010
Contributing
100
0
Rate/R+
Name
Value
Rate/R+ Pending Review:
R+:
Regular Rate:
0.11
2% Rate:
Save
Reset



- The *View/Update Member Information* window provides demographic and employment information for your employees.
- The **Register Employee** link is used to add a new employee in MyTRS.



- There are two tabs in the *View/Update Member Information* window:
  - The **Demographics** tab allows you to view basic demographic information.
  - The **Employment** tab allows you to view employment, event, and rate information. You can add and update your members' events within this window.

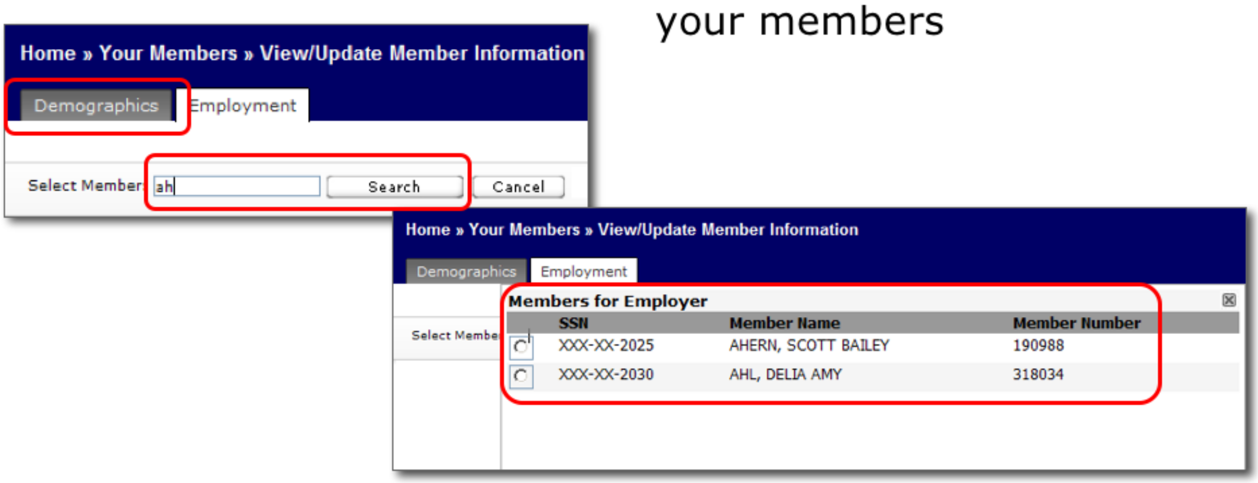


- The Demographics tab contains two sections, both of which are read-only:
  - Member Information
  - Additional Information

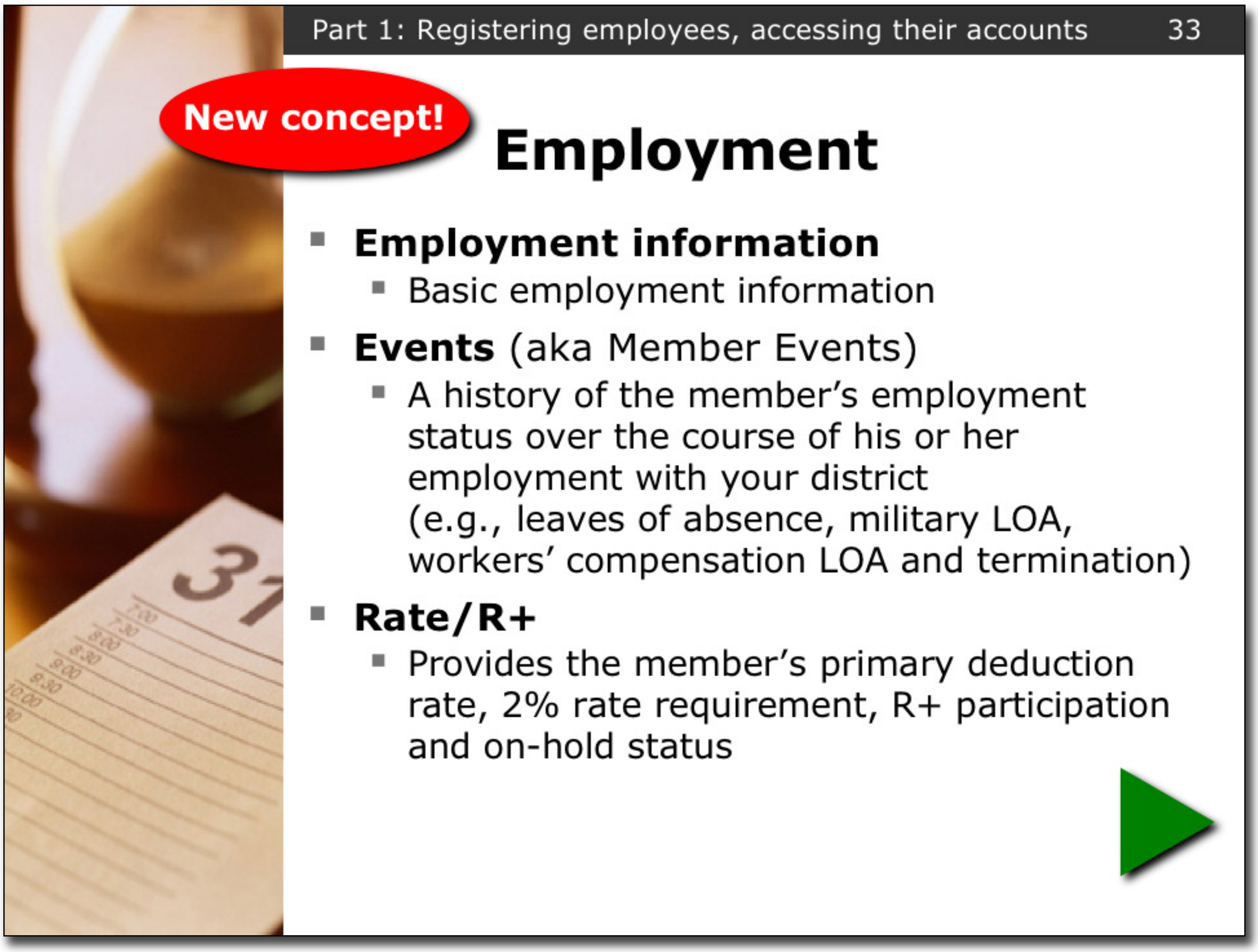
Part 1: Registering your employees and accessing their accounts 32

Searching in Demographics tab

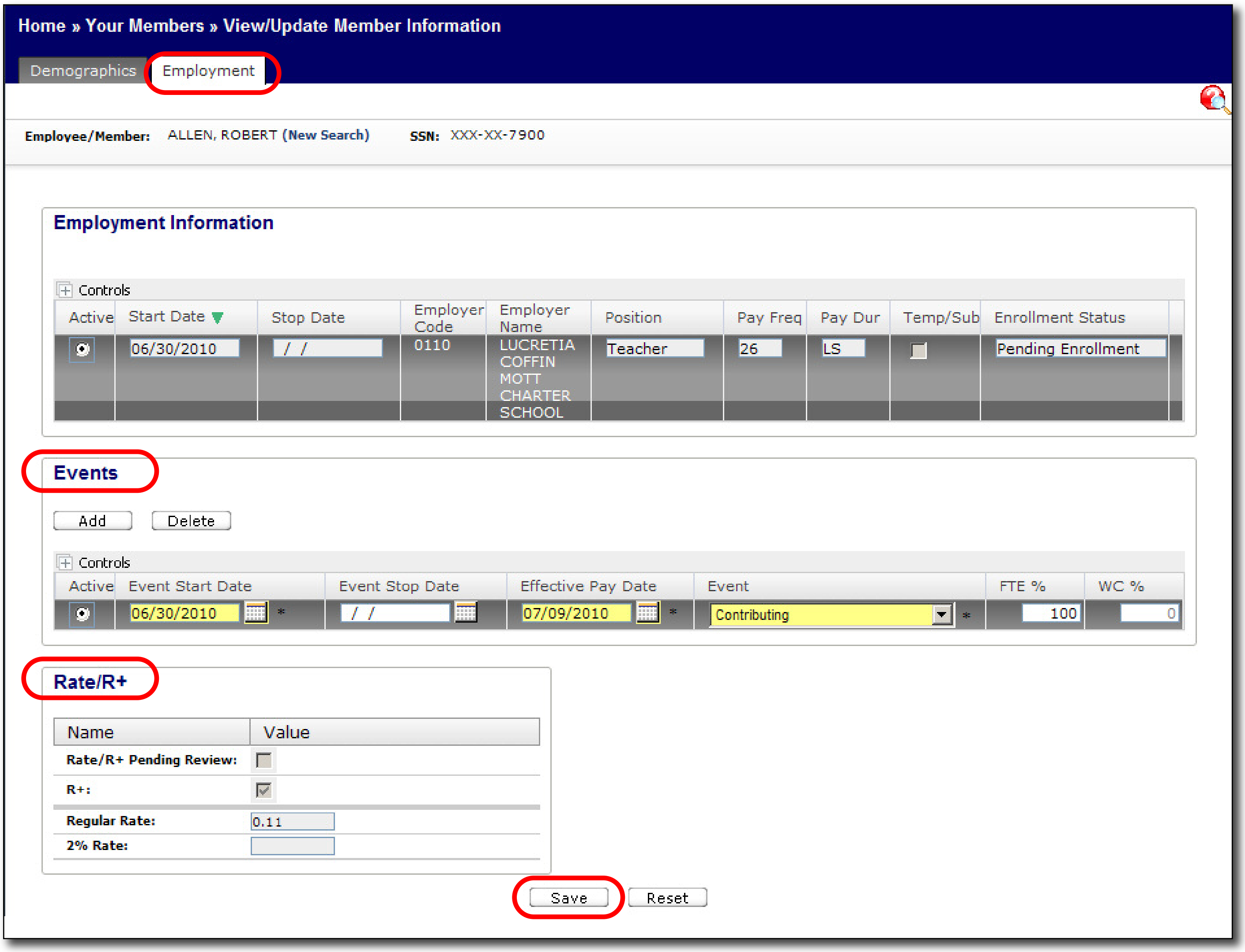
- To find a member you can search by:
  - Last name or partial last name
  - Social Security number (SSN) or MTRS member identification number
  - "%", a wildcard that will find and list all of your members



- When your search locates:
  - a **single** record, that record appears in the window;
  - **multiple** records, the results display in the Members for Employer list.
- You can only view member records for individuals who are or have ever been employed with your employer; you may not view records for MTRS members employed in other districts.



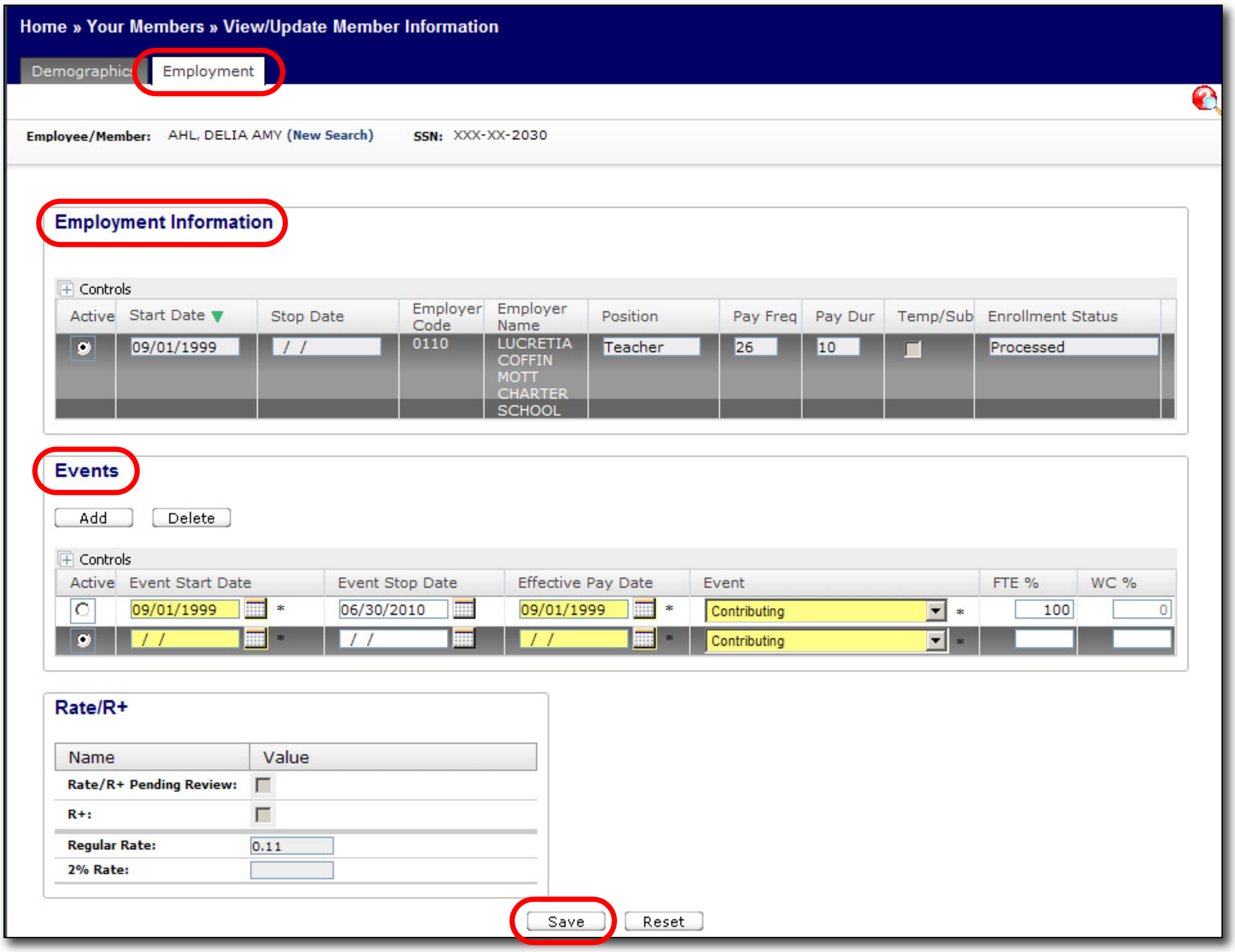
- **Employment information:** Initially populated by the member registration process.
- **Events:** Employers will now be responsible for adding, updating, or deleting member events. Once a member has been terminated and there is a stop date in his or her termination event, the employer cannot change that record and the member must be re-registered.
  - **Events are important:** they affect your ability to process a deduction report, an employee's eligibility for membership, and creditable service.
  - When entering the effective pay date, make sure it is the pay date on which the new status is in effect. For example, the effective pay date for a termination is the first pay date a member is NOT paid.
  - You can update the current record and the member event record immediately preceding the current record (all other preceding member event records are read-only and no fields can be edited by an employer).
- **Rate/R+**
  - **Rate/R+ Pending Review**: The member's contribution rate or R+ status is on hold when the pending review box is checked and the R+ box is not. If the rate is under review, an exception will be flagged during the deduction reporting process.
  - **2% Rate**: If the value in this field is .02, a 2% deduction is required and if the rate is zero, no 2% deduction is required.


Home » Your Members » View/Update Member Information
Demographics
Employment
Employee/Member: ALLEN, ROBERT (New Search) SSN: XXX-XX-7900
Employment Information
Controls
Active
Start Date
Stop Date
Employer Code
Employer Name
Position
Pay Freq
Pay Dur
Temp/Sub
Enrollment Status
06/30/2010
/ /
0110
LUCRETIA COFFIN MOTT CHARTER SCHOOL
Teacher
26
LS
Pending Enrollment
Events
Add
Delete
Controls
Active
Event Start Date
Event Stop Date
Effective Pay Date
Event
FTE %
WC %
06/30/2010
/ /
07/09/2010
Contributing
100
0
Rate/R+
Name
Value
Rate/R+ Pending Review:
R+:
Regular Rate:
0.11
2% Rate:
Save
Reset

Demonstration 3

Adding an event

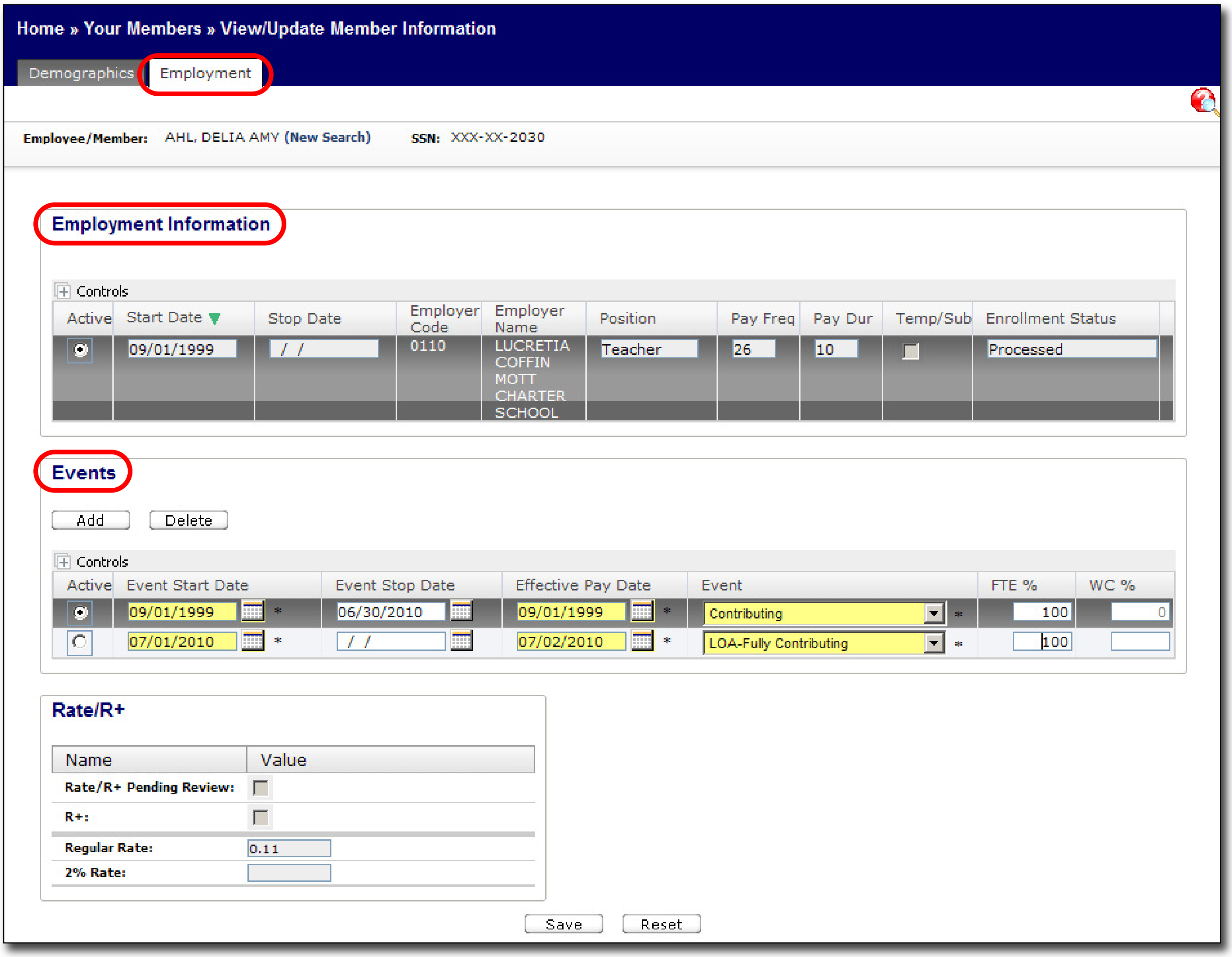
Step 1: Identify the current or existing event, and add a new event.

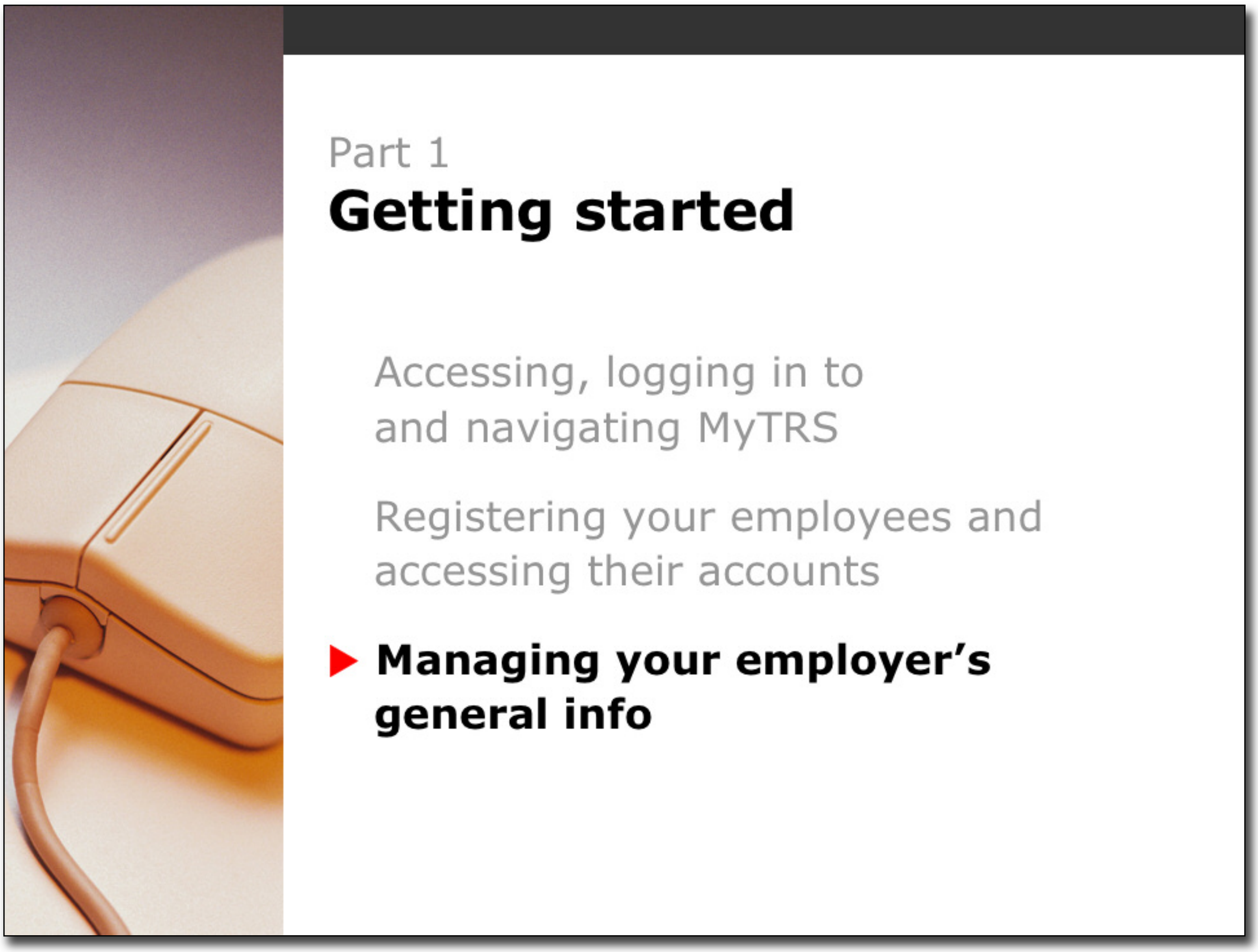


- **Enter a Stop Date** for the existing event.
- Click **Add** to create the new row.
- Enter the appropriate information in each of these fields:
  - Event Start Date: the first date the new work event status is in effect
  - Event Stop Date: should be blank for new current events
  - Effective Pay Date: the first pay date that the new event will take effect (e.g., if the event is termination, the Effective Pay Date should be the first pay date the member is not paid)
  - Event: select the type of work event you are entering from the menu
  - FTE%: the FTE percentage, if any, in effect while the new event is in effect
  - WC%: the workers' compensation percentage, if any, while the new event is in effect
- Click **Save** at the bottom of the screen.

Demonstration 3: Adding an event (continued)

Step 2: Review the newly entered event.

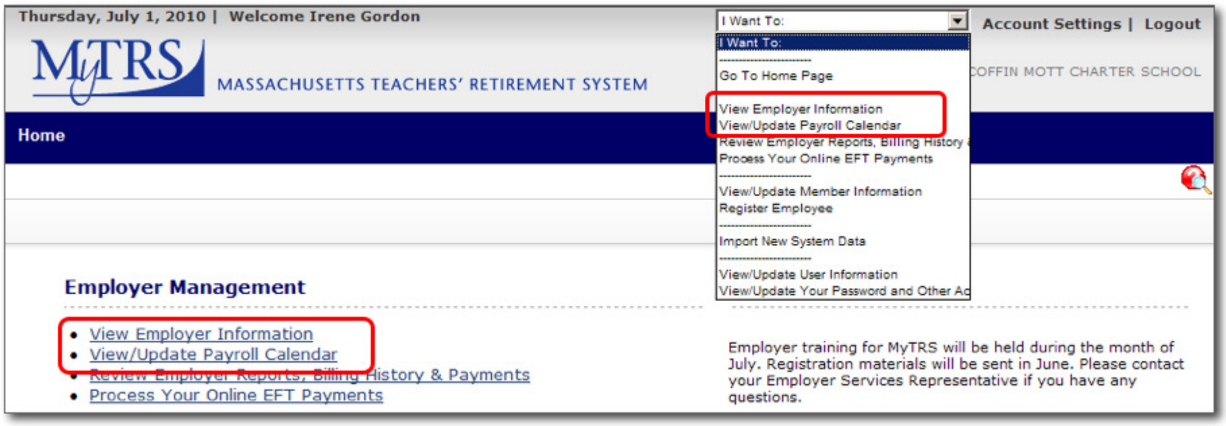



Part 1
Getting started
Accessing, logging in to and navigating MyTRS
Registering your employees and accessing their accounts
Managing your employer's general info

Part 1: Managing your employer's general info 36

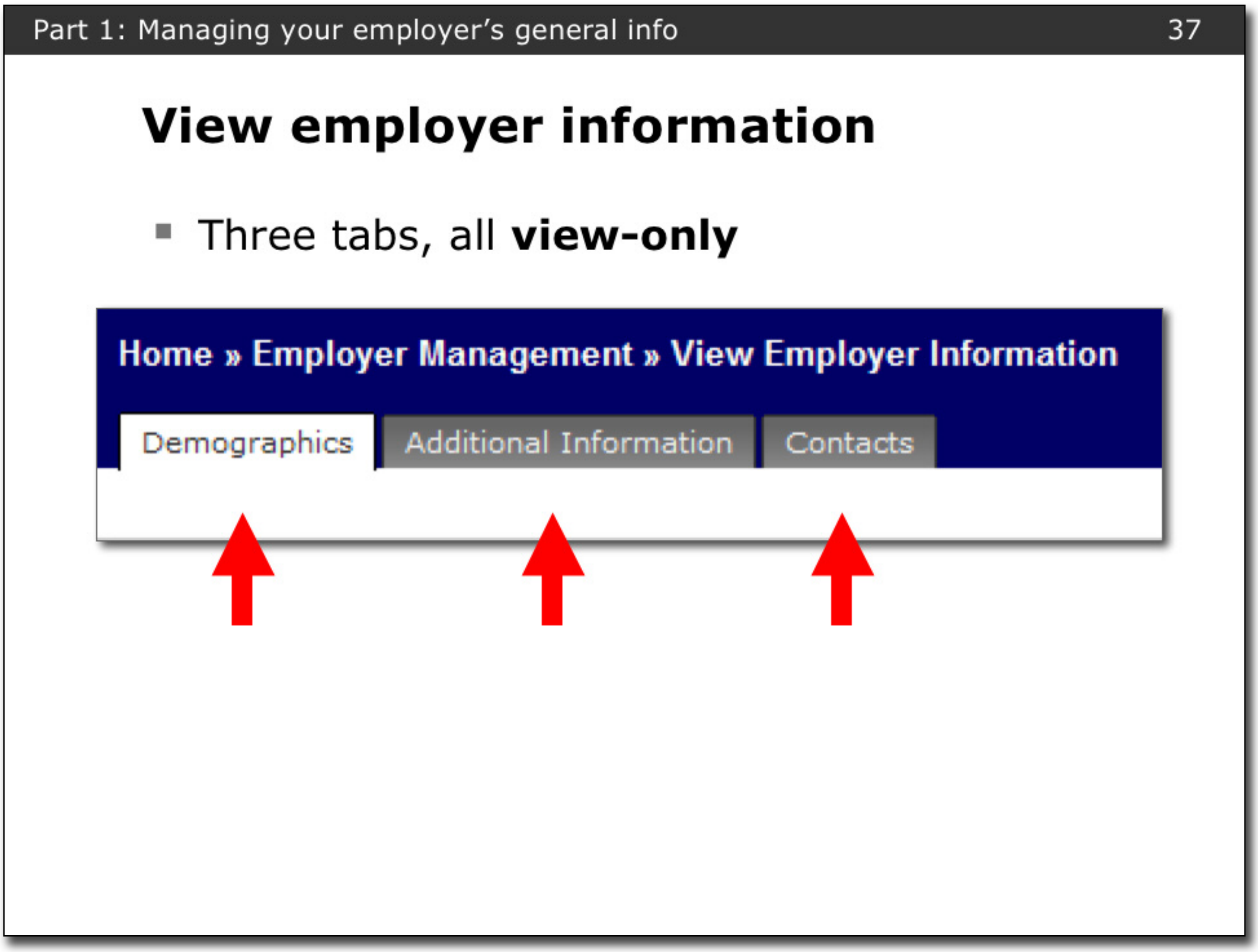
New feature!

Employer Management



- There are four links in the Employer Management category:
  - View Employer Information
  - View/Update Payroll Calendar
  - Review Employer Records, Billing History & Payments
  - Process Your EFT Payments
- This section will cover the first two links; the third and fourth links will be reviewed in our discussion of deduction reporting

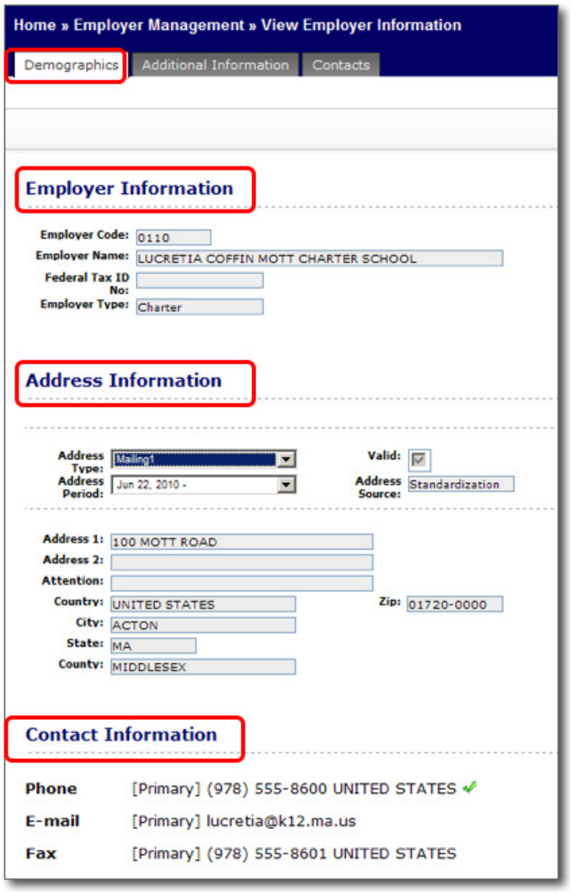
- Employer Management
  - **View Employer Information**: Review your address information and your employer contacts.
  - **View/Update Payroll Calendar**: Review, add and update your annual payroll calendars. This information will be used to validate your deduction reports and **must** be established **before** you begin importing deduction files.



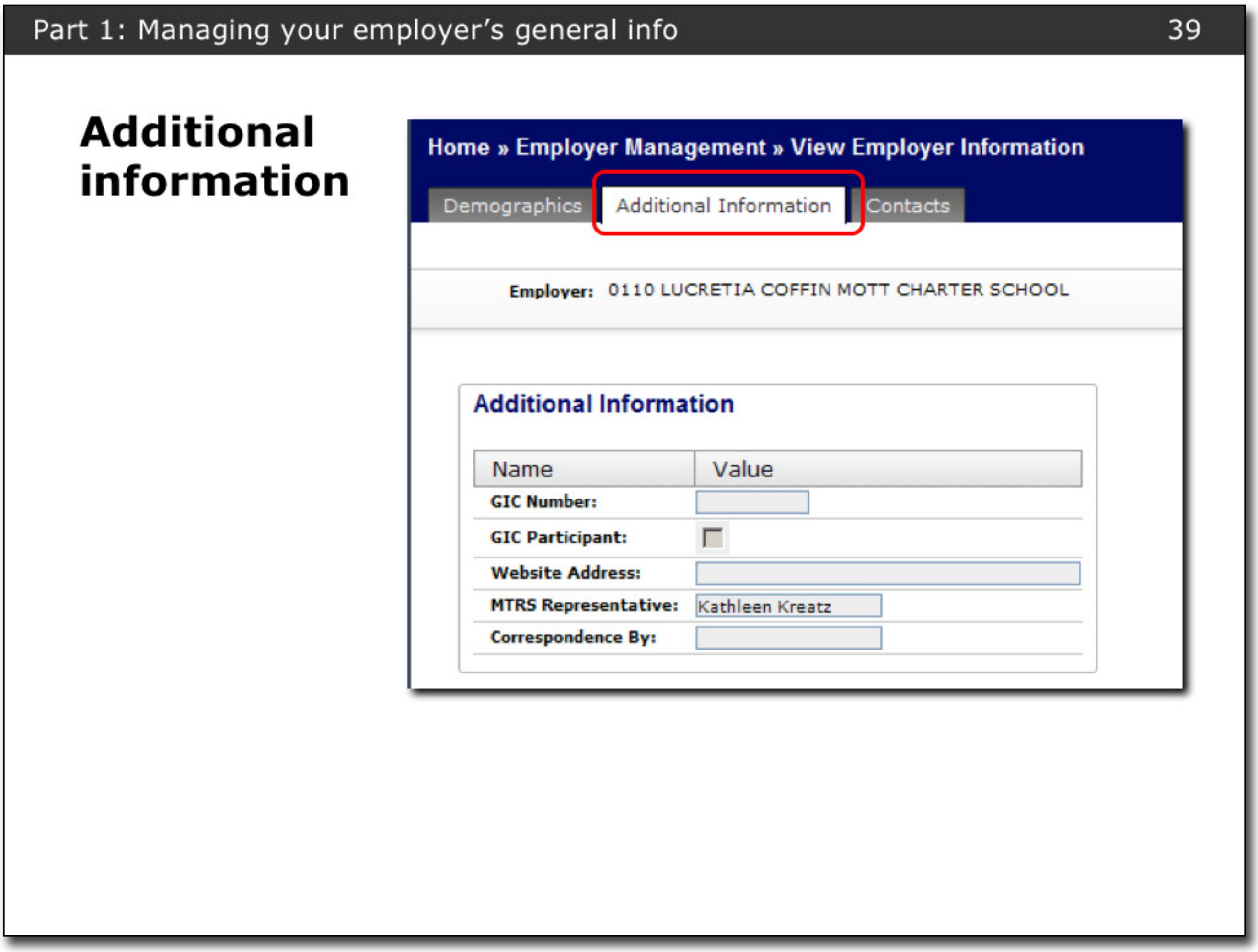
- Your district's MTRS representative is listed in the Additional Information tab.

Part 1: Managing your employer's general info 38

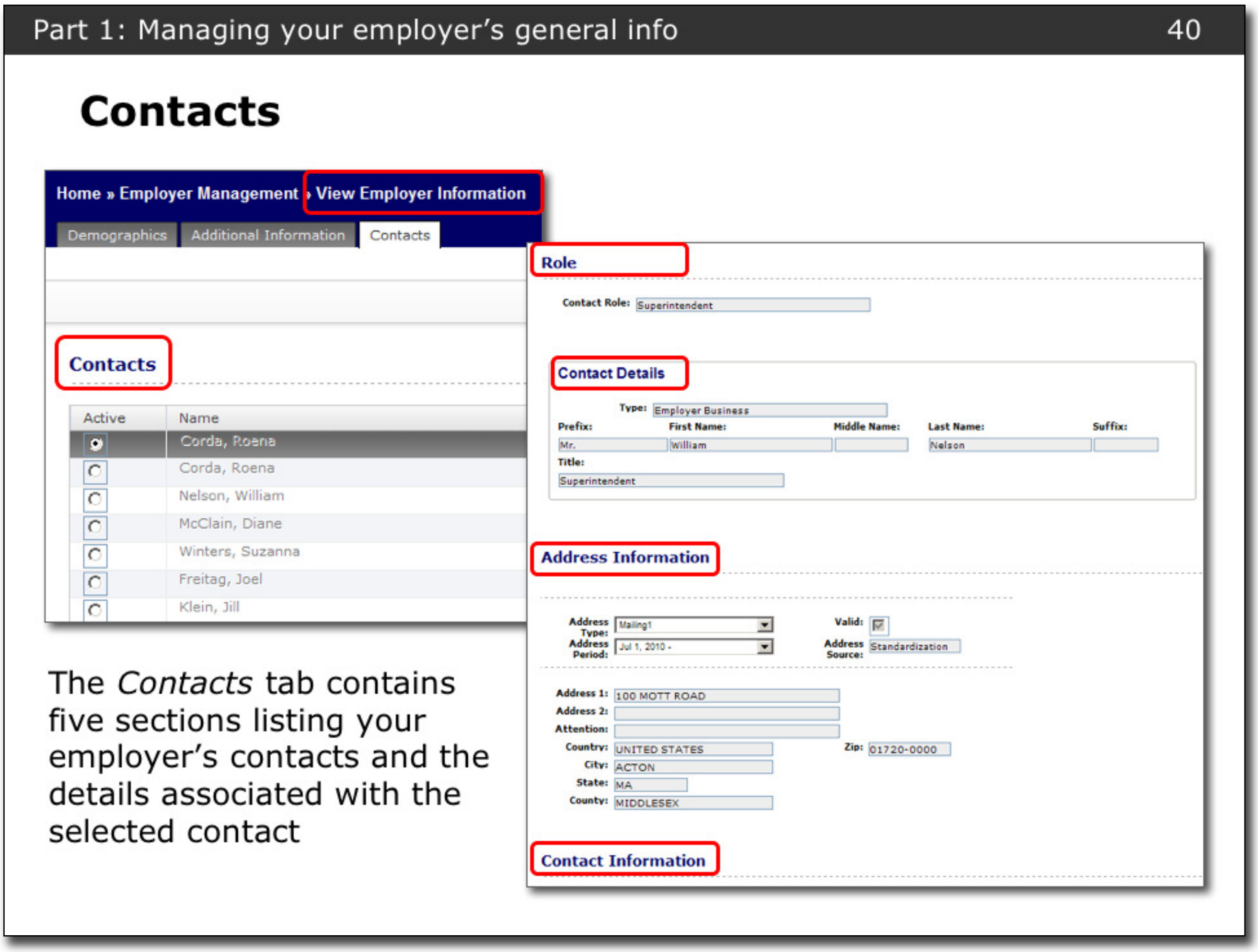
Demographics



- The Demographics tab displays your employer's general information:
  - **Employer Information**: Your district's unique identification information.
  - **Address Information**: Your employer's location and mailing address information.
  - **Contact Information**: Your employer's e-mail addresses, phone and fax numbers. Each type of contact information may contain multiple listings. A green checkmark indicates the "Primary" listing for each category.
- To update any of this information, contact your district's Employer Services Representative.



- The Additional Information tab displays supplemental details on an employer, including:
  - **GIC Number**: The Group Insurance Commission number assigned to the employer.
  - **GIC Participant**: If checked, indicates that the employer participates in the Group Insurance Commission.
  - **Website Address**: The address of the employer's Internet site.
  - **MTRS Representative**: The name of the MTRS-assigned Employer Service Representative (ESR).



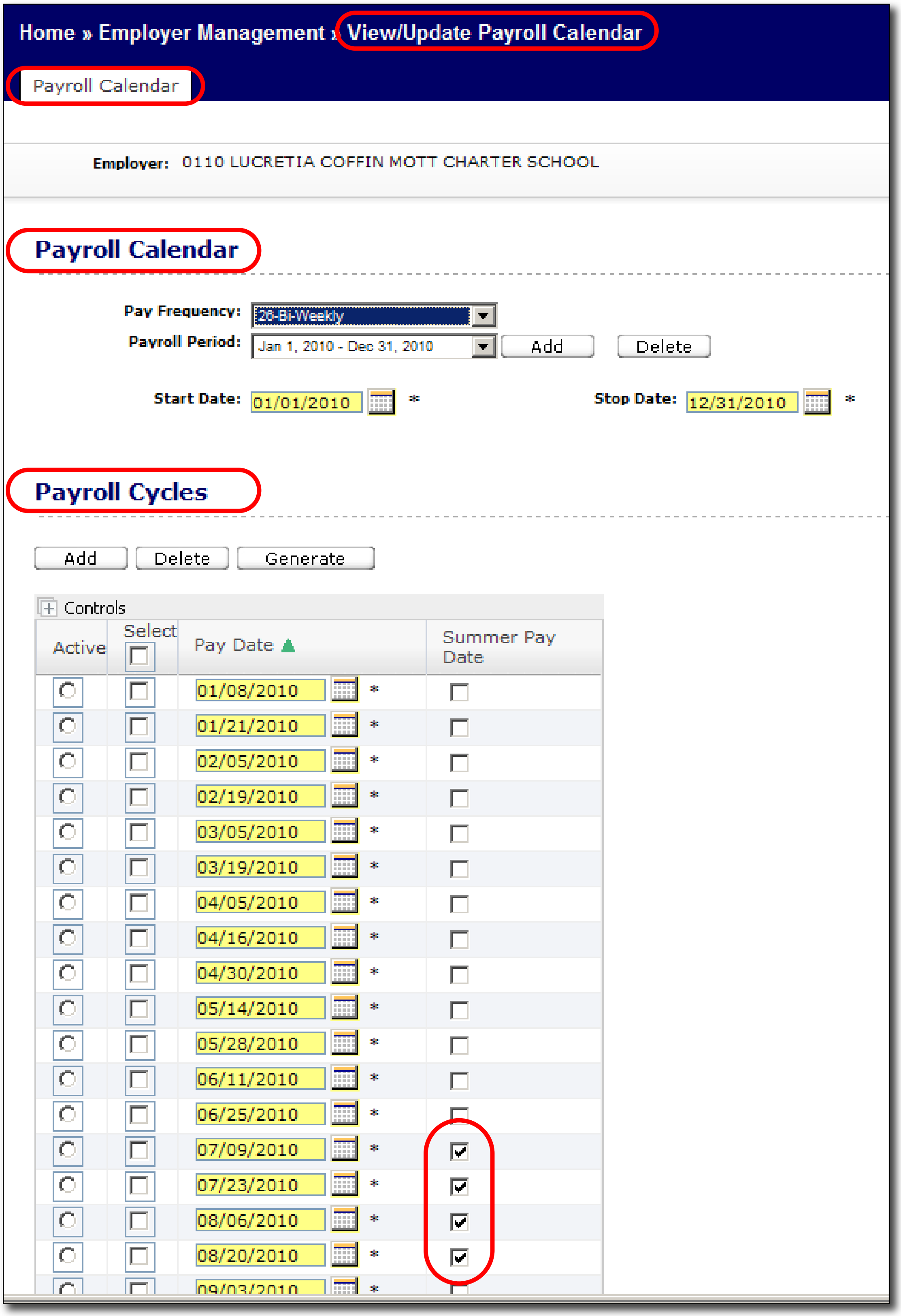
- To view specific information about a particular contact, click the active radio button next to that person's name in the Contacts section. The information for that person will then display in the sections below.
- Your district's security administrator manages all contacts' access to MyTRS; all users are contacts, but not all contacts may be users.
- Each contact record contains four sections listing the details associated with the selected user:
  - **Role**: The job function performed by the selected contact.
  - **Contact Details**: The contact's name and title.
  - **Address Information**: The contact's current mailing address information.
  - **Contact Information**: The contact's current phone, e-mail and fax information.

Payroll Calendar

- The Payroll Calendar section identifies the Pay Frequency and the Payroll Period date range.
- A school year that begins and ends in separate calendar years requires multiple payroll calendars. For example, a school year starting in August 2009 and ending in June 2010 requires two payroll calendars: one for 2009 and another for 2010.

Payroll Cycles

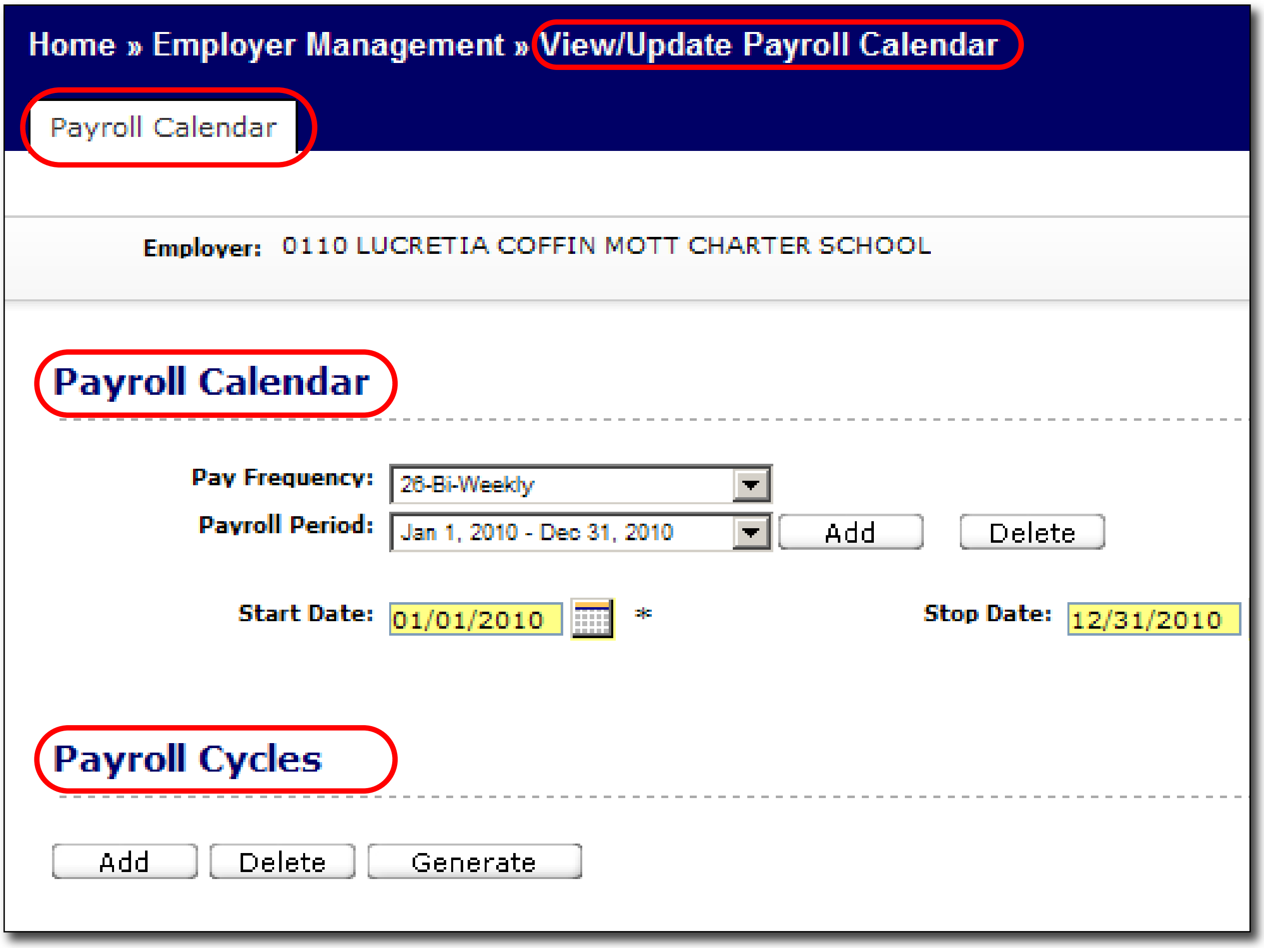
- The actual dates on which your payroll is generated within each payroll calendar.
- Summer Pay Dates are pay dates for which the MTRS should not expect to receive records for employees who were paid in a lump-sum balloon payment at the end of the school year.
- Employers should select "Summer Pay Dates" in the calendar for employees who receive a lump-sum balloon payment.


Home » Employer Management » View/Update Payroll Calendar
Payroll Calendar
Employer: 0110 LUCRETIA COFFIN MOTT CHARTER SCHOOL
Payroll Calendar
Pay Frequency: 26-Bi-Weekly
Payroll Period: Jan 1, 2010 - Dec 31, 2010
Add
Delete
Start Date: 01/01/2010 *
Stop Date: 12/31/2010 *
Payroll Cycles
Add
Delete
Generate
Controls
Active
Select
Pay Date
Summer Pay Date
01/08/2010 *
01/21/2010 *
02/05/2010 *
02/19/2010 *
03/05/2010 *
03/19/2010 *
04/05/2010 *
04/16/2010 *
04/30/2010 *
05/14/2010 *
05/28/2010 *
06/11/2010 *
06/25/2010 *
07/09/2010 *
07/23/2010 *
08/06/2010 *
08/20/2010 *
09/03/2010 *

Demonstration 4

Creating a payroll calendar

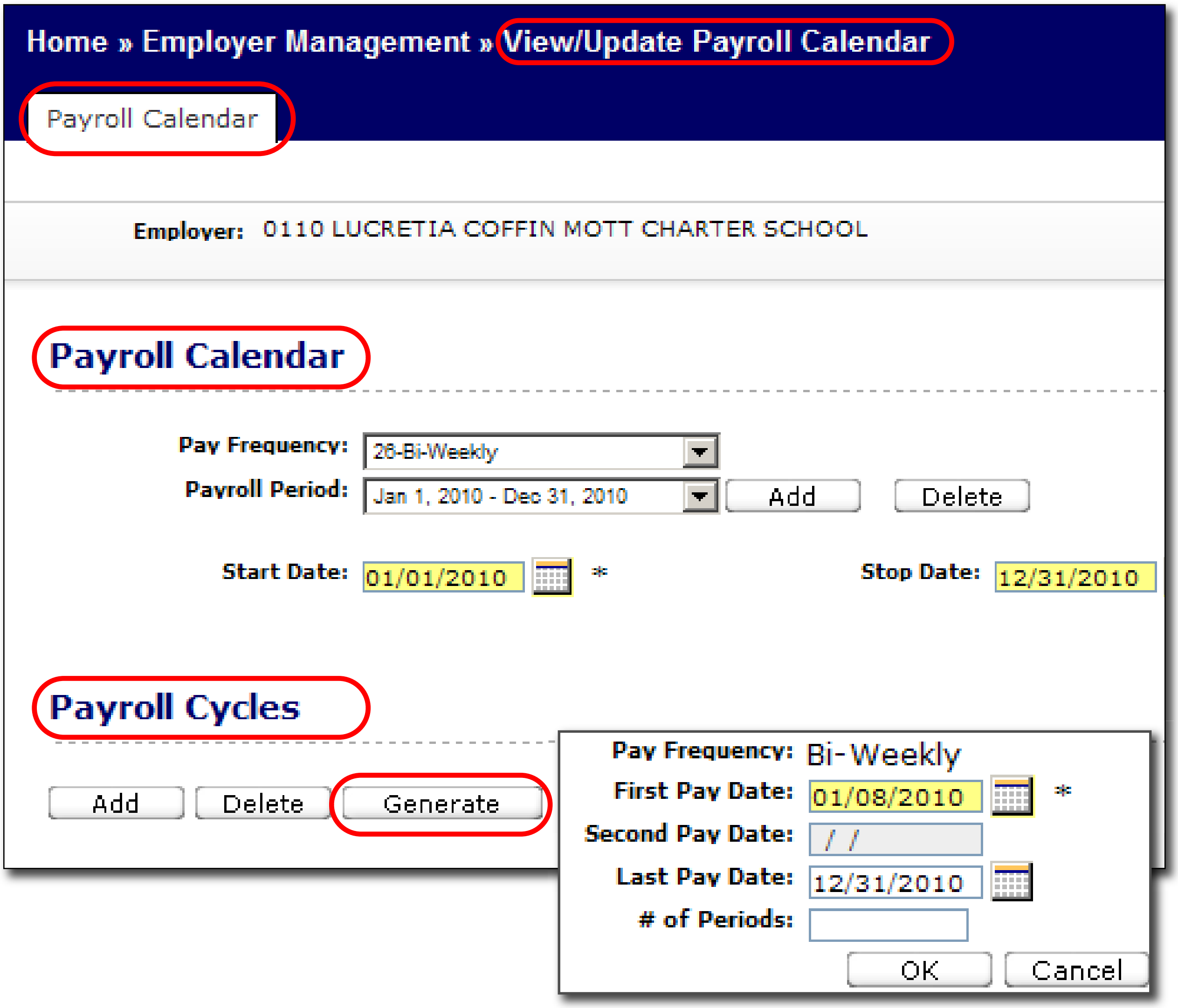
Step 1: Choose the Pay Frequency and Payroll Period.



- **You must create and maintain payroll calendars for every pay frequency included in the deduction reports that you upload to MyTRS.**
  - Navigate to the Payroll Calendar window.
  - Click the **Pay Frequency** pull-down. The list of pre-defined options appears.
  - Select the appropriate **Pay Frequency**.
  - Click **Add**. The Payroll Calendar window expands by displaying additional fields and information.
  - Enter the **Start Date** for the payroll calendar.
  - Enter the **Stop Date** for the payroll calendar.

Demonstration 4: Creating a payroll calendar (continued)

Step 2: Generate your calendar pay dates.

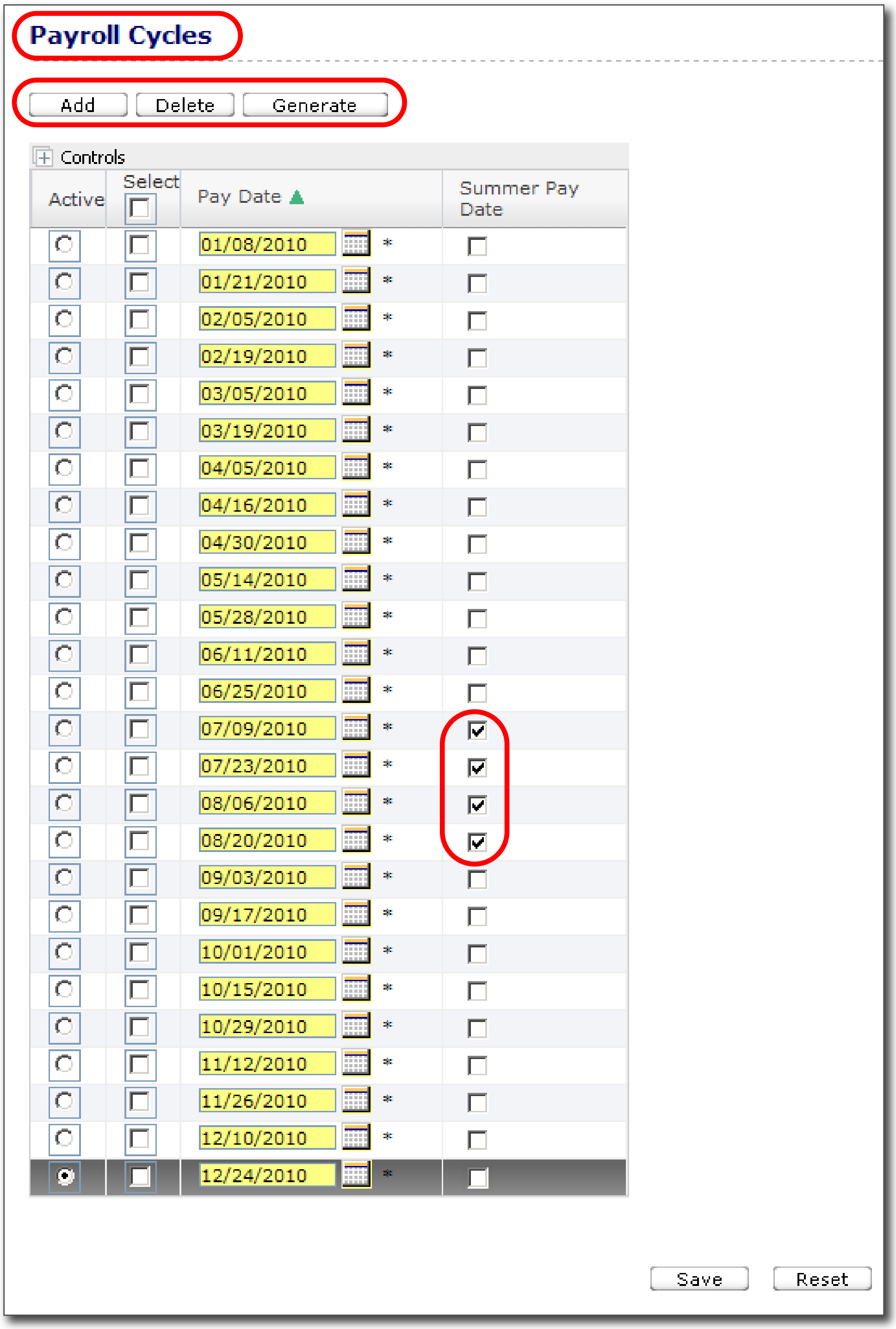


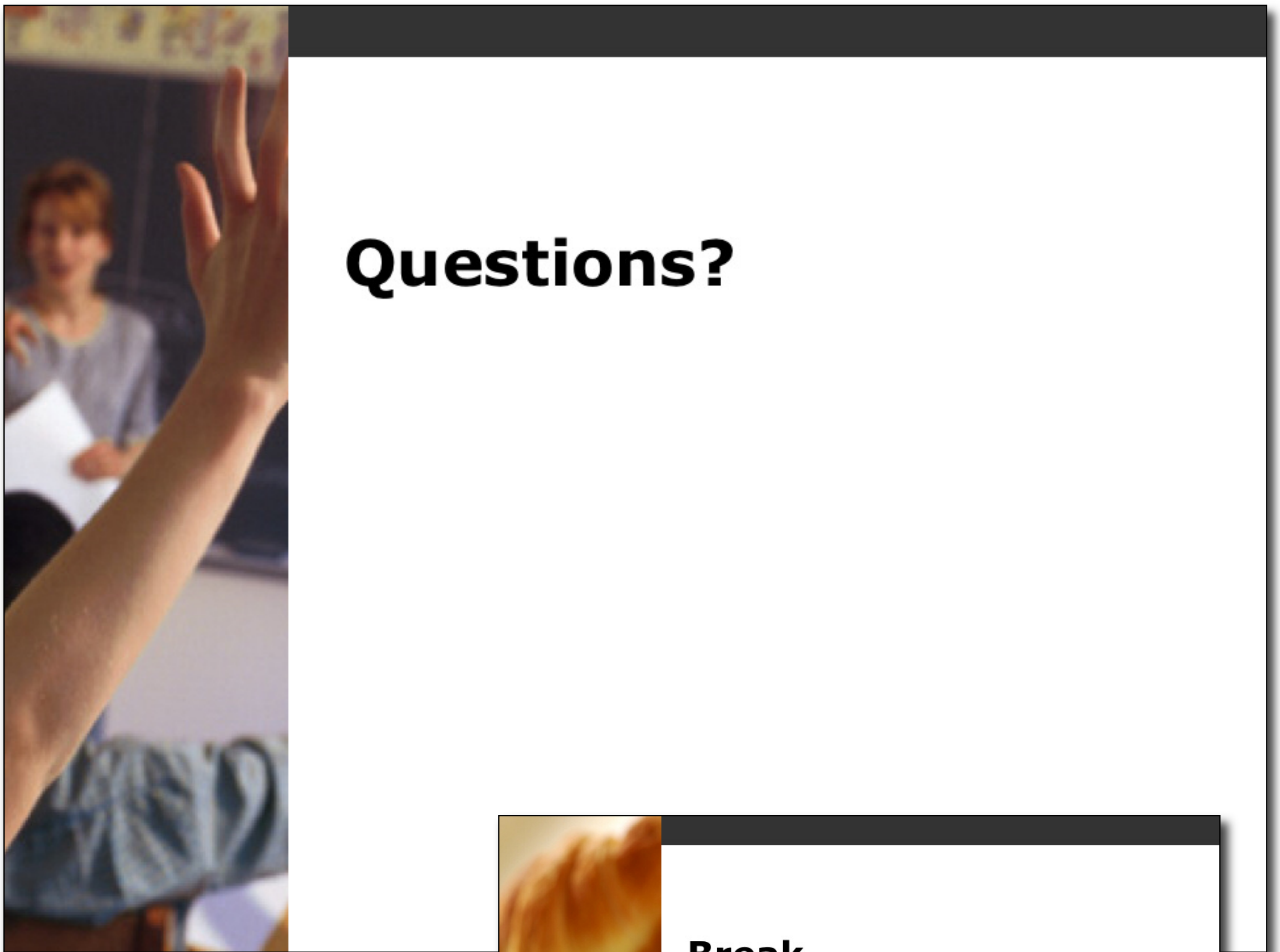
- To create pay dates, click **Generate**. The Generate pop-up window appears.
- Enter the following data to generate the calendar:
  - **First Pay Date**: the first payroll in the pay frequency
  - **Second Pay Date**: the second pay date for Semi-Monthly pay frequencies only
  - **Last Pay Date**: the last possible pay date in the pay frequency calendar year
- Click **OK**.
- The simplest way to create pay dates for your calendar is to use the **Generate** button as described here; however, you may also use the **Add** button to manually create the dates for your calendar.

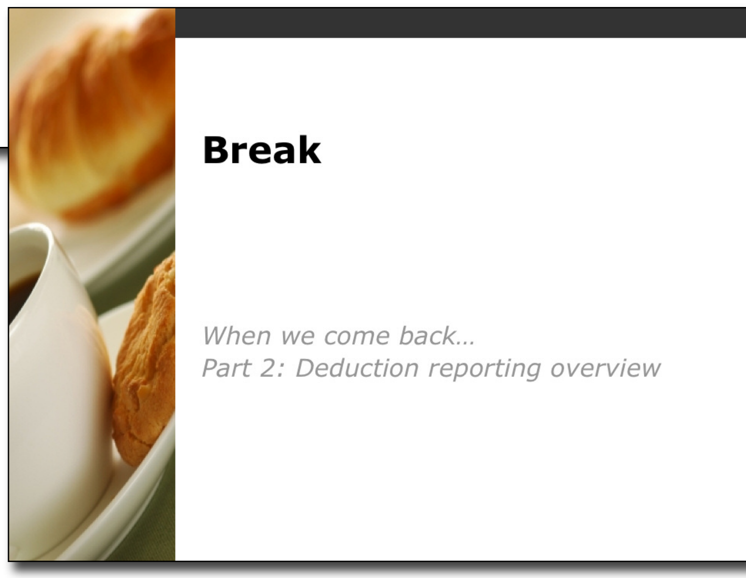
Demonstration 4: Creating a payroll calendar (continued)

Step 3: As necessary, update the pay dates.

- MyTRS automatically generates the pay dates for the calendar based on the pay frequency and date range you enter.
- After MyTRS has generated the preliminary list of pay dates, you can update the calendar to:
  - Change a pay date
  - Delete a pay date
  - Add a new pay date
  - Indicate summer pay dates
- If employees receive a lump-sum and thus do not receive pay during the summer period, check the appropriate **Summer Pay Date** checkboxes so deductions for these employees do not appear as missing from the July and August reports.
- A demonstration on how to set up another payroll calendar will follow this.




Questions?


Break
When we come back…
Part 2: Deduction reporting overview

Part 2

Deduction reporting overview

- **Understanding the process**
- Submitting payments electronically
- Importing deduction reports

Part 2: Deduction reporting overview 46

Deduction reporting in MyTRS

- MyTRS contains an integrated deductions processing module **in which you will fully process your reports:**
  you will import, validate, correct and submit your monthly deduction reports—all in MyTRS
- Reports can be imported directly into MyTRS or, on rare occasions, entered manually into MyTRS
- To ensure the integrity and accuracy of the data, MyTRS applies a three-step validation process to all incoming reports

Part 2: Deduction reporting overview 47

Deduction reporting: Four steps

1) **Process** your EFT payment

2) **Import** the deduction report file to ensure:
   - **File** meets the upload specifications (first-level validations)
   - **Details** within the imported file meet the specification (second-level validations)

3) **Process** the deduction report to ensure:
   - File details are checked for **data quality** and **accuracy** (third-level validations)

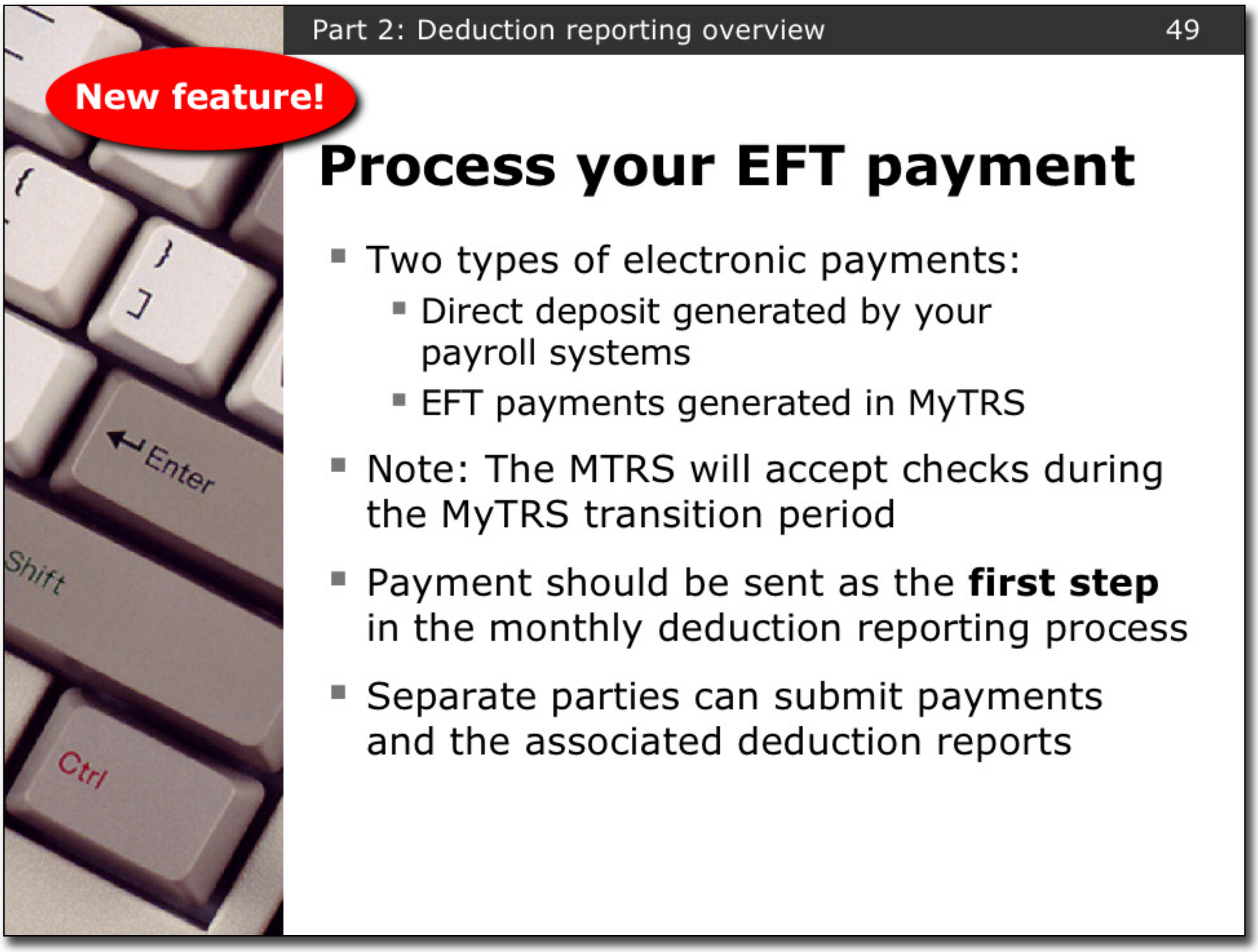
4) **Finalize** the deduction report process
   - Enter payment distribution information
   - Review payment history
   - Examine transactions

Notes

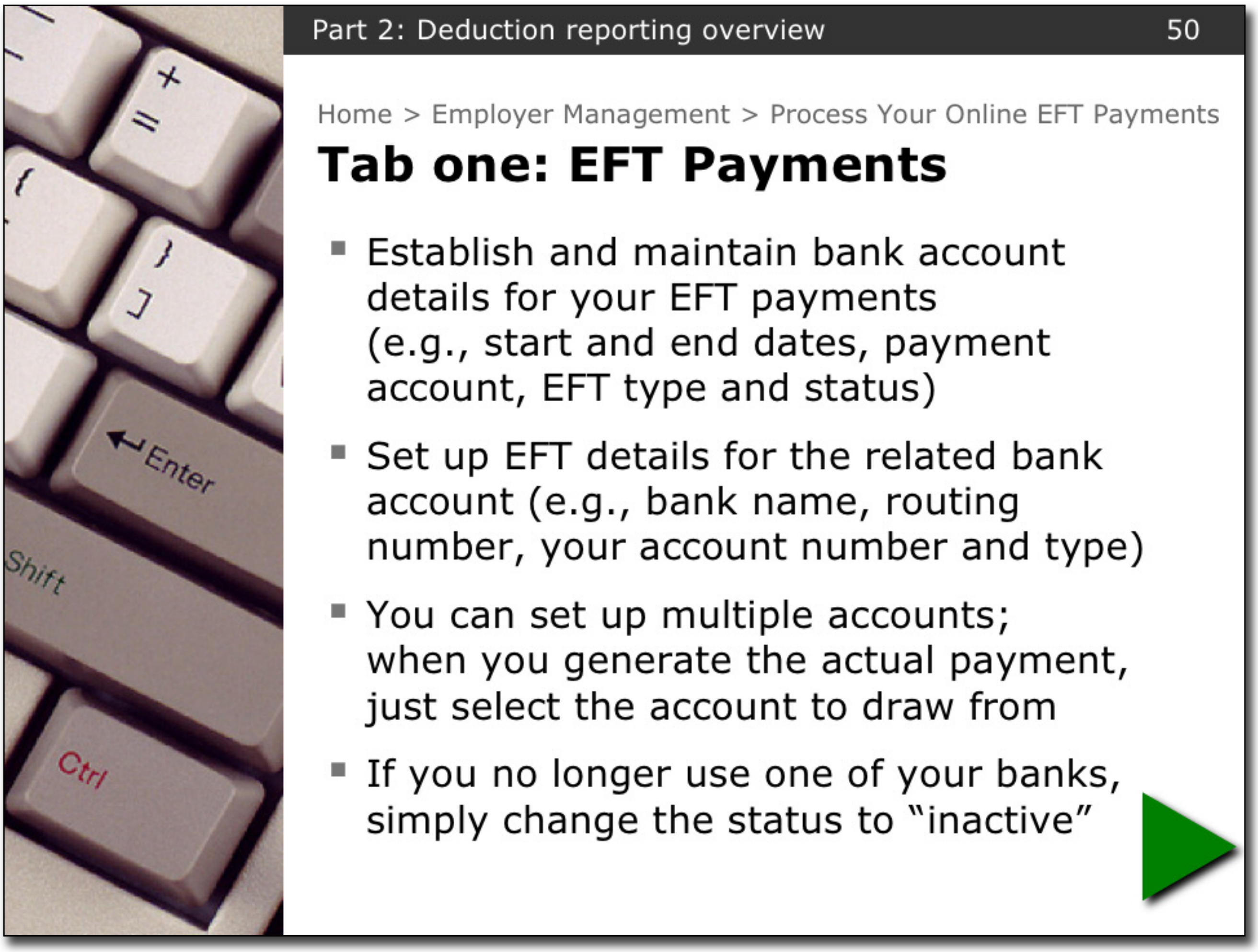
Part 2

Deduction reporting overview

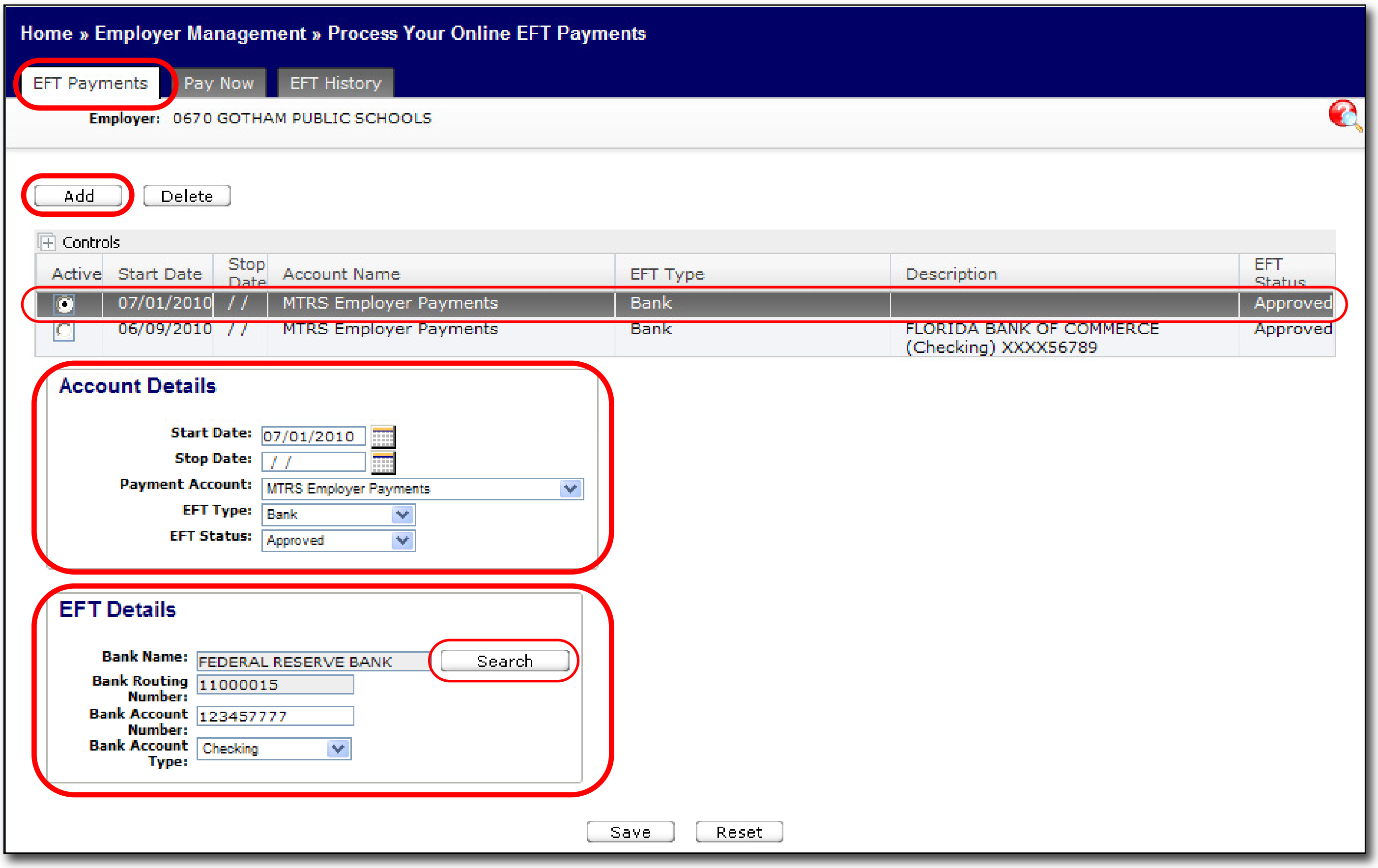
- Understanding the process
- ▶ **Submitting payments electronically**
- Importing deduction reports

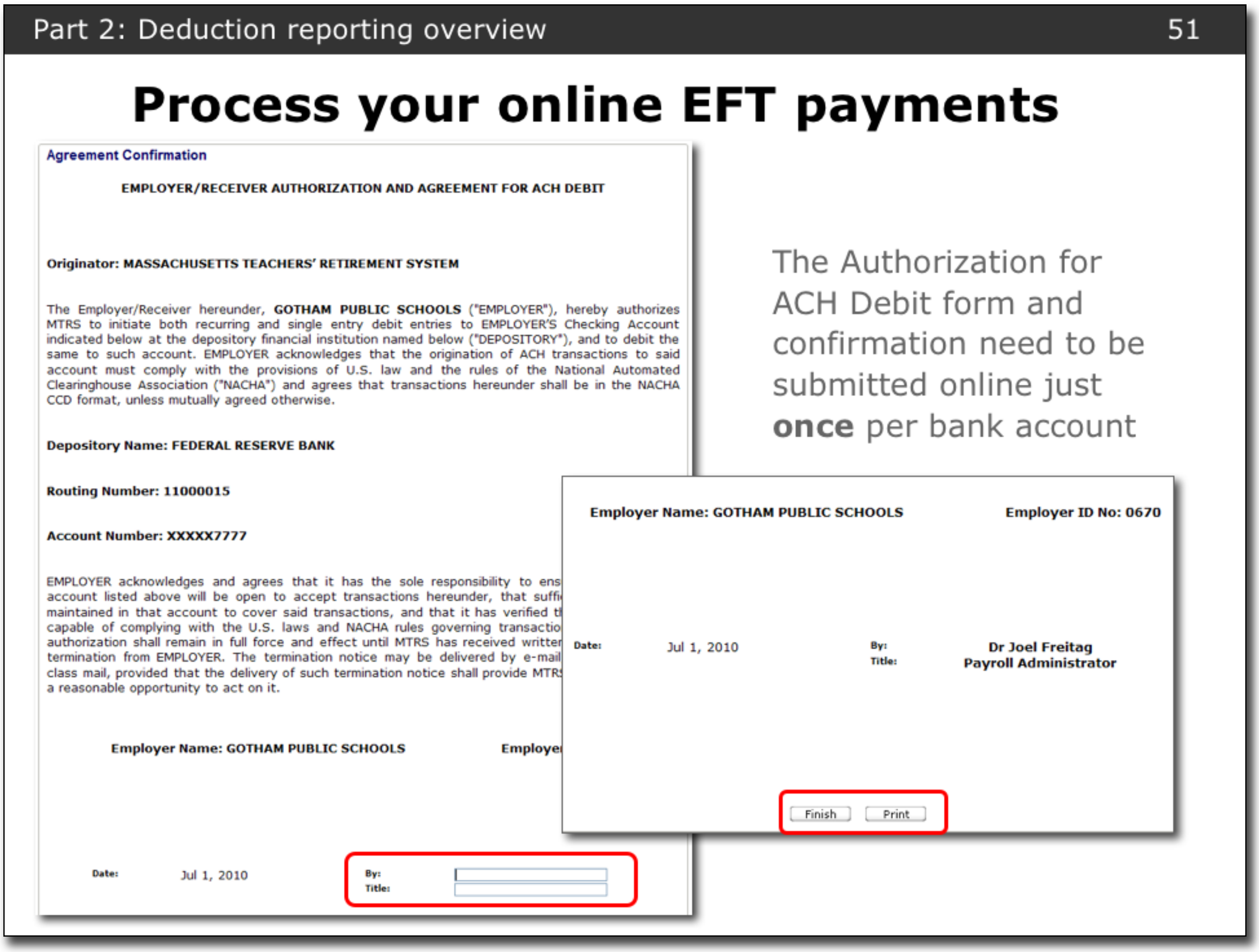


- An EFT is an Electronic Funds Transfer processed through the Federal Reserve Bank.
- An EFT account needs to be established before you can execute an EFT payment.
- Before you begin processing your monthly deduction report you will need to generate an EFT payment or send a check to the MTRS.
- It is important that you keep a record of your EFT or check payment details (i.e., date of payment, amount, bank account drawn from, check number, month covered by payment, transaction ID, etc.), as you will need to enter the EFT or check details online **before** you submit the deduction report to the MTRS.
- Payments must be associated with each month's report and reconciled once that deduction report is fully validated. It is the combination of the deduction report data and the payment details that facilitates MyTRS's matching of the payments to the open accounts receivable.
- **Note:** If you submit your payment via EFT, you do **not** need to complete and send us a Submittal form; however, you will need to send us a Submittal form if you pay by check.



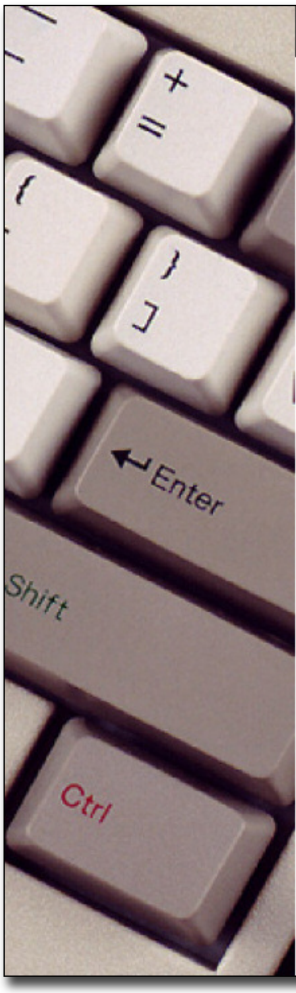
- Adding a new bank account is a multi-step process:
  - **Set up the account and EFT detail information.** MyTRS maintains a file of bank information, so that when you enter your bank's routing information (found at the bottom of your check), MyTRS automatically populates the bank identification information.
  - MyTRS will then prompt you to complete an authorization and agreement for ACH debit.
  - You may print a copy of the form for your files.
  - Click on **Finish** to finalize the account setup.


Home » Employer Management » Process Your Online EFT Payments
EFT Payments
Pay Now
EFT History
Employer: 0670 GOTHAM PUBLIC SCHOOLS
Add
Delete
Controls
Active
Start Date
Stop Date
Account Name
EFT Type
Description
EFT Status
07/01/2010 / / MTRS Employer Payments Bank Approved
06/09/2010 / / MTRS Employer Payments Bank FLORIDA BANK OF COMMERCE (Checking) XXXX56789 Approved
Account Details
Start Date: 07/01/2010
Stop Date: / /
Payment Account: MTRS Employer Payments
EFT Type: Bank
EFT Status: Approved
EFT Details
Bank Name: FEDERAL RESERVE BANK
Search
Bank Routing Number: 11000015
Bank Account Number: 123457777
Bank Account Type: Checking
Save
Reset



- When adding a new EFT Account to MyTRS you will be asked to complete the Authorization and Agreement for ACH Debit form. You must:
  - **Enter** your name and title.
  - Click **Confirm** to authorize ACH Debits. The window refreshes.
  - Click **Finish** to finalize the agreement and create the EFT account.
  - You may print a copy of the form for your records; you do not need to send a copy of this form to the MTRS.

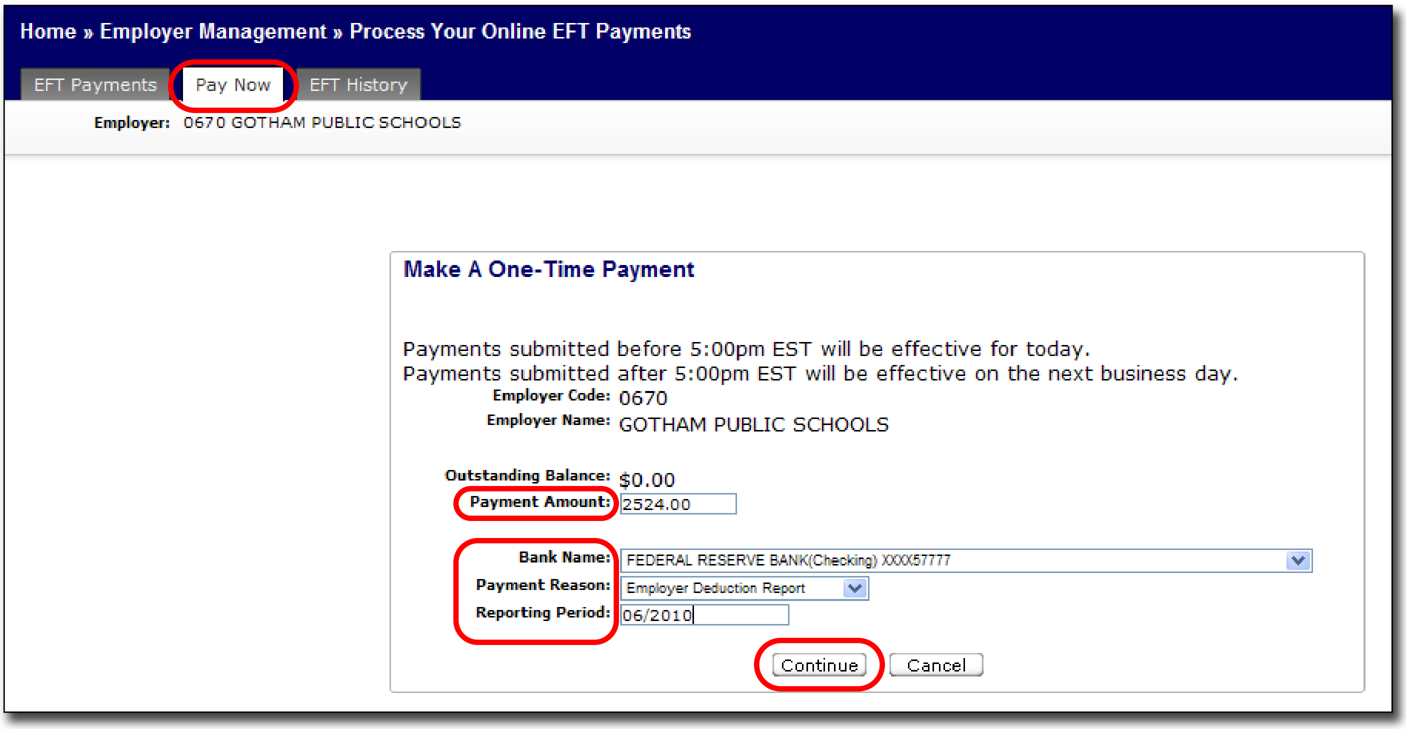
Notes



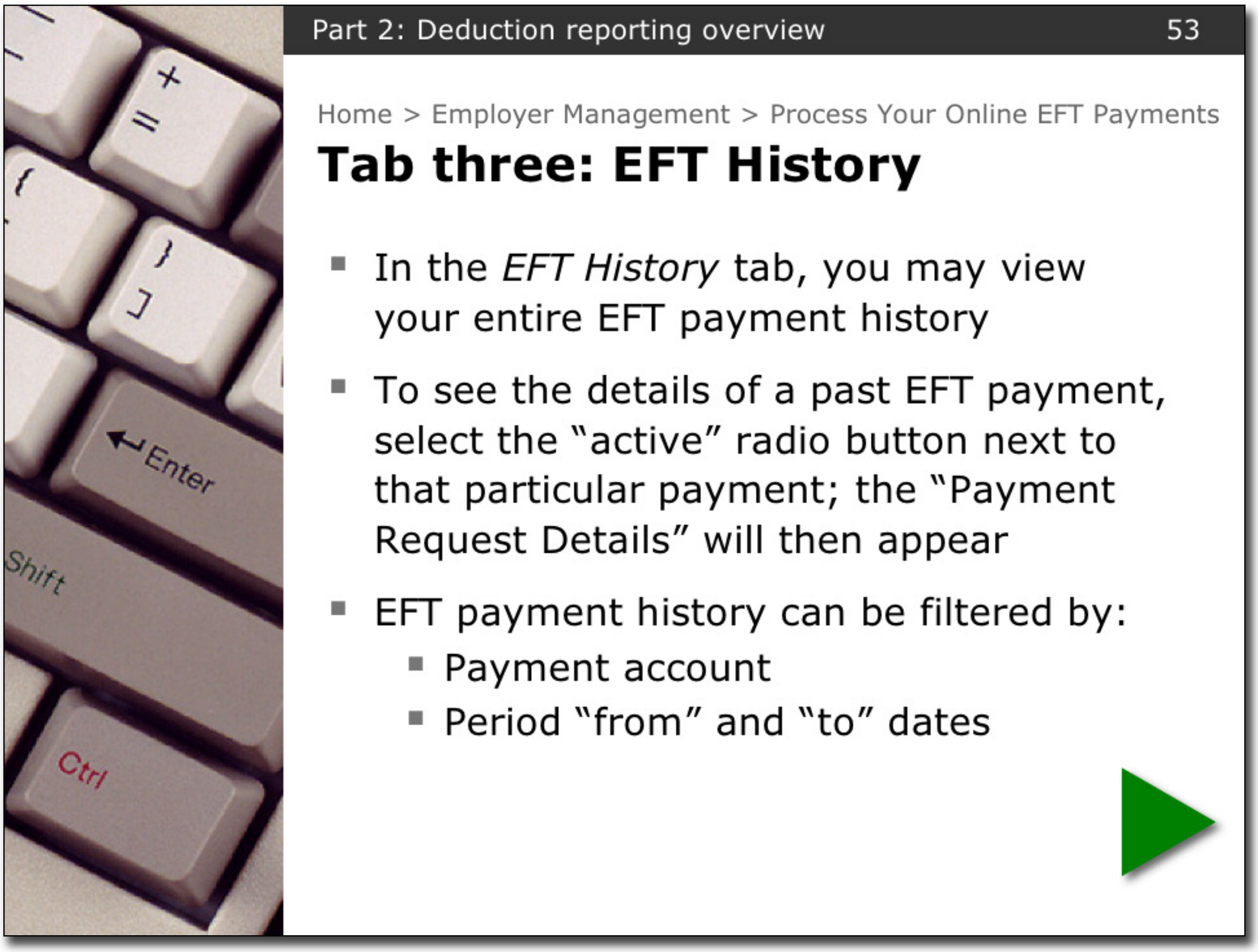
Home > Employer Management > Process Your Online EFT Payments

Tab two: Pay now

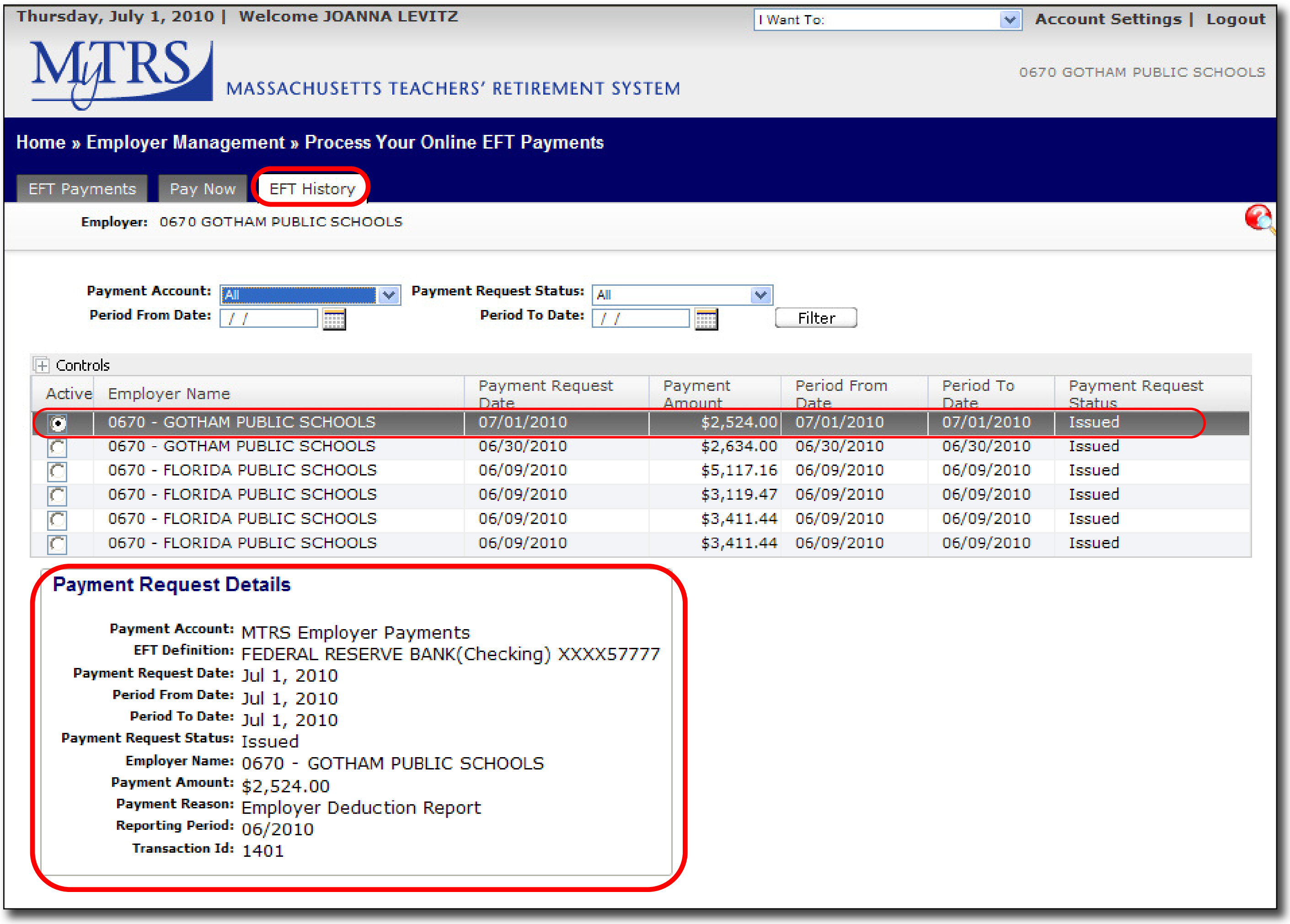
- From the *Pay Now* window, you may create one-time payments toward any outstanding deduction report balances
- Payments can be made once a month or multiple times a month (such as after each pay cycle)
- Payments made before 5pm are applied to the same business day's activity; payments made after 5pm are applied to the following business day's transactions
- Reports must be sent monthly



- **Outstanding balance**: This is a calculated, read-only reference field. At any given time, it reflects the difference between the amount of deduction payments the MTRS is expecting based on the deduction reports you have submitted, and the amount of deduction payments the MTRS has actually received. When you are submitting the payment for your monthly deduction report, ignore the amount in this field, if any, and submit your payment.
- In Demonstration 5, we will walk through the steps in making an EFT payment.



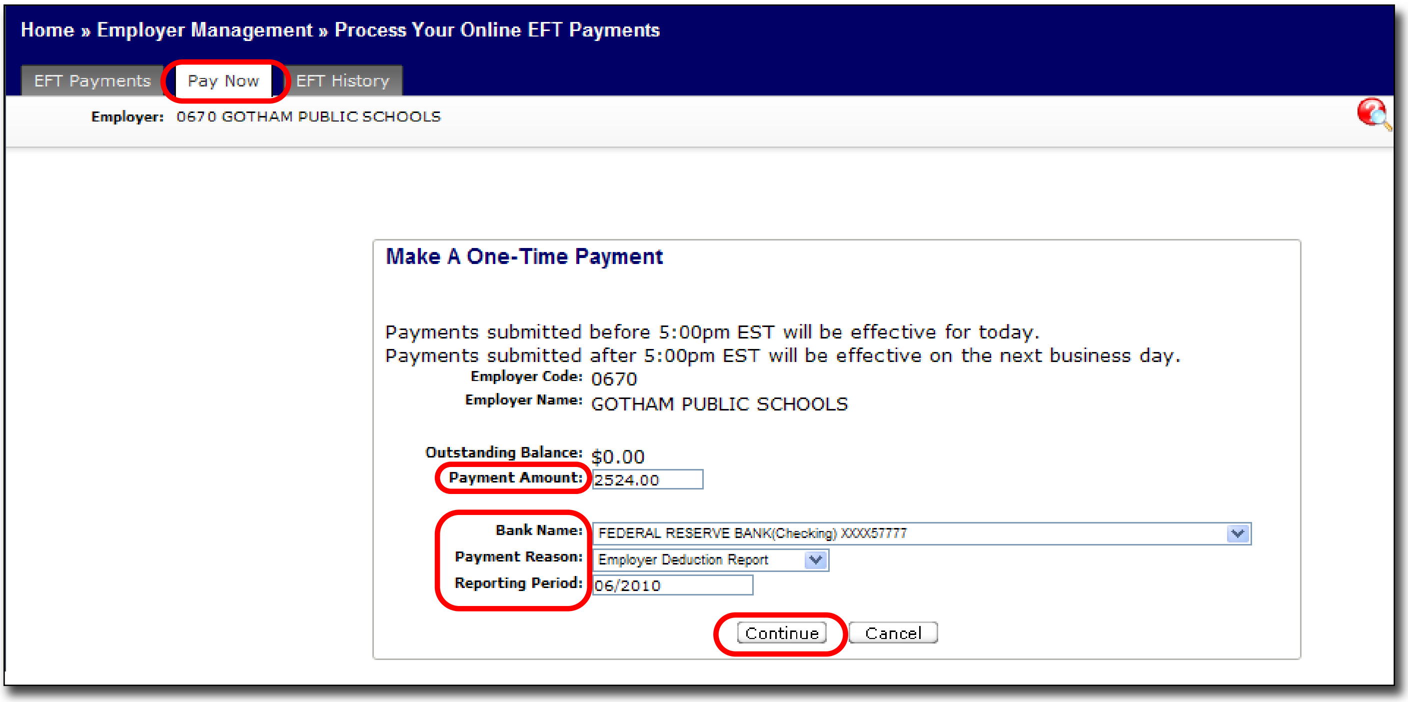
- Use the **EFT History** tab to review your employer's payment history. This window contains three sections:
  - **EFT history filters**: Use the filters to narrow and select your payment record, or a range of payments to review.
  - **Payment history grid**: Displays a summary of your EFT transactions.
  - **Payment Request Details**: Displays additional information regarding the active payment.
- If you lose your EFT transaction printout, you can get the information you need in the EFT history tab.


Thursday, July 1, 2010 | Welcome JOANNA LEVITZ
I Want To:
Account Settings | Logout
MyTRS
MASSACHUSETTS TEACHERS' RETIREMENT SYSTEM
0670 GOTHAM PUBLIC SCHOOLS
Home » Employer Management » Process Your Online EFT Payments
EFT Payments
Pay Now
EFT History
Employer: 0670 GOTHAM PUBLIC SCHOOLS
Payment Account: All
Payment Request Status: All
Period From Date: / /
Period To Date: / /
Filter
Controls
Active Employer Name Payment Request Date Payment Amount Period From Date Period To Date Payment Request Status
0670 - GOTHAM PUBLIC SCHOOLS 07/01/2010 $2,524.00 07/01/2010 07/01/2010 Issued
0670 - GOTHAM PUBLIC SCHOOLS 06/30/2010 $2,634.00 06/30/2010 06/30/2010 Issued
0670 - FLORIDA PUBLIC SCHOOLS 06/09/2010 $5,117.16 06/09/2010 06/09/2010 Issued
0670 - FLORIDA PUBLIC SCHOOLS 06/09/2010 $3,119.47 06/09/2010 06/09/2010 Issued
0670 - FLORIDA PUBLIC SCHOOLS 06/09/2010 $3,411.44 06/09/2010 06/09/2010 Issued
0670 - FLORIDA PUBLIC SCHOOLS 06/09/2010 $3,411.44 06/09/2010 06/09/2010 Issued
Payment Request Details
Payment Account: MTRS Employer Payments
EFT Definition: FEDERAL RESERVE BANK(Checking) XXXX57777
Payment Request Date: Jul 1, 2010
Period From Date: Jul 1, 2010
Period To Date: Jul 1, 2010
Payment Request Status: Issued
Employer Name: 0670 - GOTHAM PUBLIC SCHOOLS
Payment Amount: $2,524.00
Payment Reason: Employer Deduction Report
Reporting Period: 06/2010
Transaction Id: 1401

Demonstration 5

Making an EFT payment

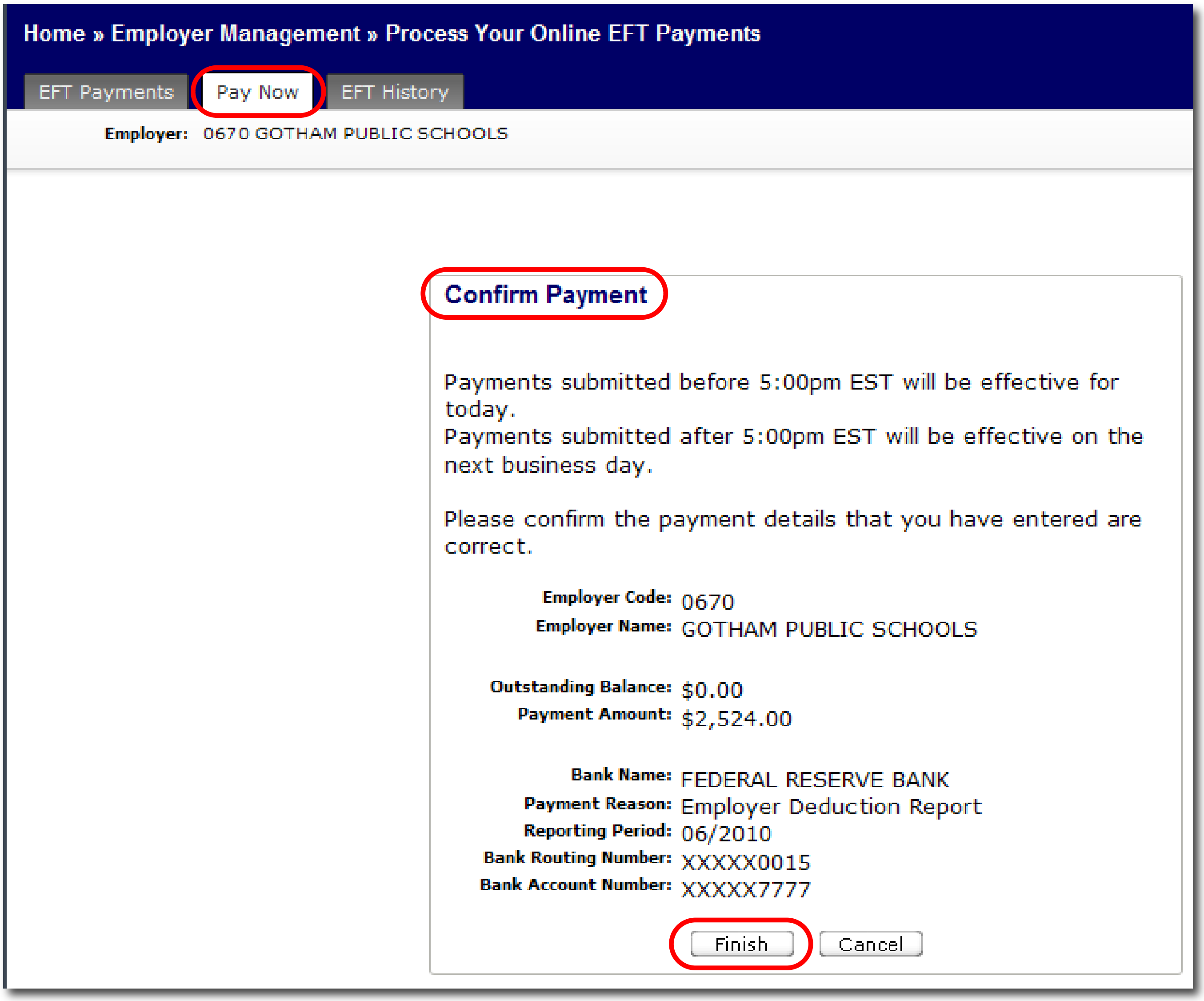
Step 1: Enter your payment information.



- From the *Home* page or **I Want To:** drop-down menu, click **Process Your Online Payments** and select the Pay Now tab.
- To create a one-time payment:
  - **Enter** the payment amount.
  - **Select** the bank account for this payment.
  - Payment reason will always be Employer Deduction Report. (The Pay Now tab is only used to process EFTs for employer deduction report payments.)
  - **Indicate** the reporting period.
  - **Click Continue** to Confirm Payment details.
- **Note**: Your outstanding balance does not include any deduction reports with a Status of "Initial" (not submitted to MTRS).
- There is another payment reason called "Other." If you select this option to pay for something other than an employer deduction report (for example, federal grants), you will receive a message instructing you to make these payments directly via a check to the MTRS.

Demonstration 5: Making an EFT payment (continued)

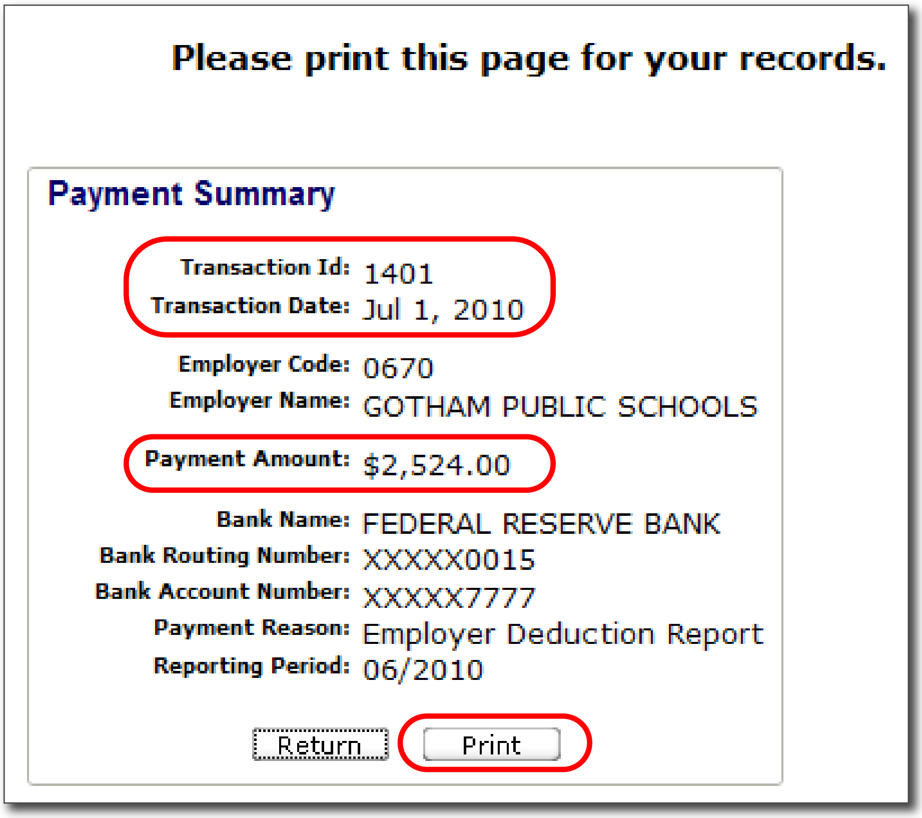
Step 2: Review what you entered.



- Confirm the payment information.
- Click **Finish** to finalize the payment and proceed to the next step.

Demonstration 5: Making an EFT payment (continued)

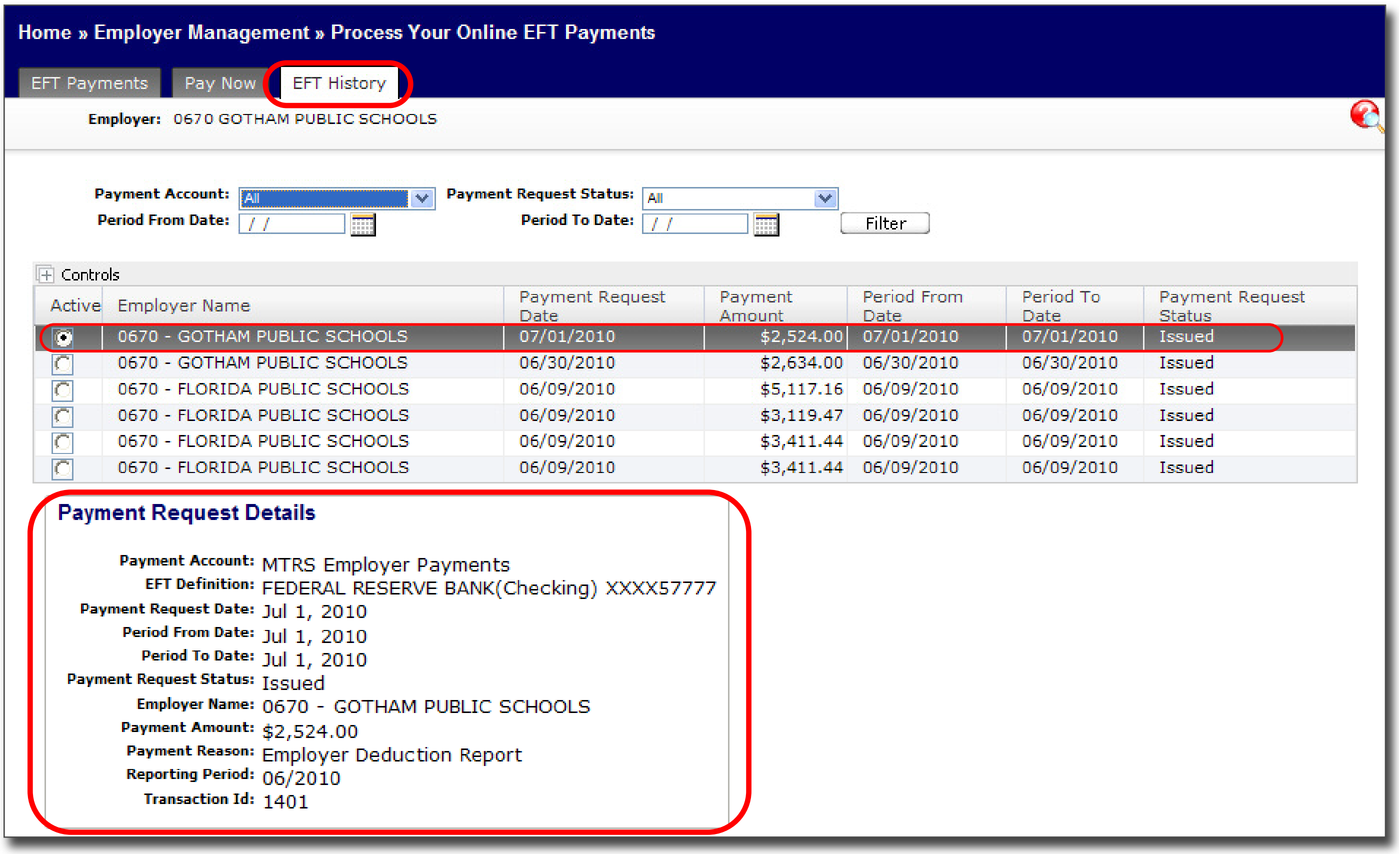
Step 3: Print a copy for your records.



- If you would like to print your EFT payment confirmation record:
  - Click **Print**. The Payment Summary and Print pop-up windows appear.
  - Select the printer, number of copies and click **Print**. The Print pop-up window closes.
  - Close the Payment Summary pop-up window to return to the Pay Now tab.
  - Click **Return** to refresh the Pay Now window to a blank Pay Now form.
- While making your payment, make a note of the payment amount and transaction ID so that later, when you are finalizing your deduction report and need to enter that information, you have it at hand. (Finalizing your deduction report will be reviewed in Part 3.)
- If the payment is rejected by the bank (for example, your bank account information is out of date), the bank will notify the MTRS, we will notify you, and your account will not be credited for the payment.

Demonstration 5: Making an EFT payment (continued)

Step 4: View your EFT History.



Notes

Part 2

Deduction reporting overview

Understanding the process

Submitting payments electronically

▶ **Importing deduction reports**

As noted earlier, there are four steps to deduction reporting:

1) **Process** your EFT payment

2) **Import** the deduction report file to ensure:
   - **File** meets the upload specifications (first-level validations)
   - **Details** within the imported file meet the specifications (second-level validations)

3) **Process** the deduction report

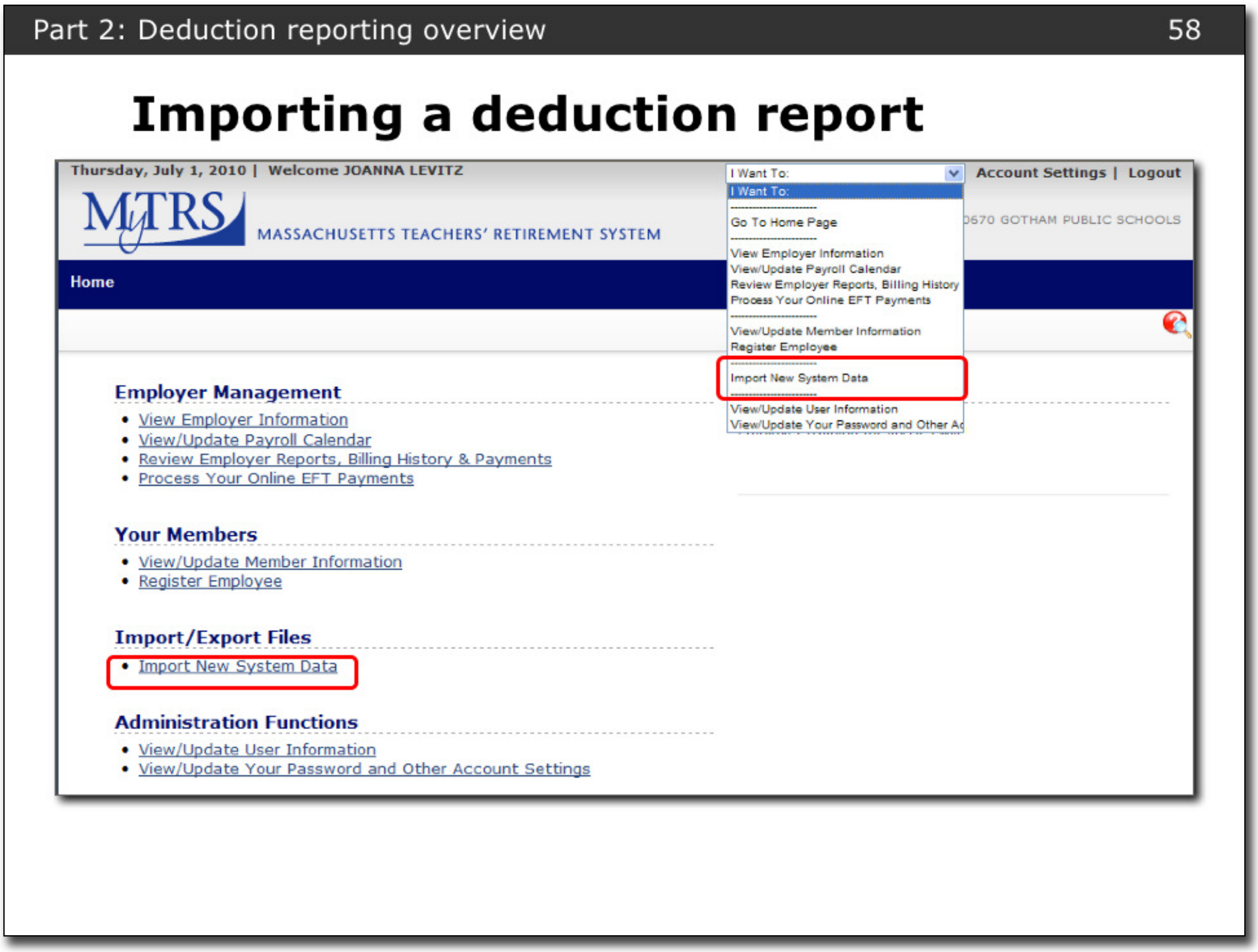
4) **Finalize** the deduction report process

Part 2: Deduction reporting overview 57

Import your deduction report

A note on MyTRS and BERT…

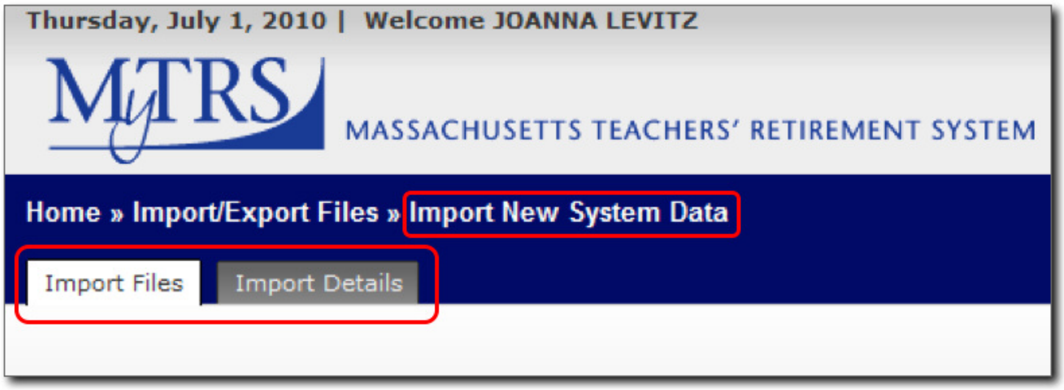
- Additional validations were introduced in BERT_2.1 to prepare all of us for MyTRS
- You no longer need BERT to validate your import files
- Fundamentally the same process as BERT, with the formatting and data accuracy steps separated:
  - **Same** file structure
    (e.g., text file, 309 characters)
  - **Same** file formatting
    (e.g., dates in date fields, salaries are not blank)
  - **Enhanced** data accuracy
    (e.g., FTE %, 2% calculations)



■ Click **Import New System Data** to start the process. The *Import New System Data* window opens.

Part 2: Deduction reporting overview 59

Importing new system data: Two tabs



Import Files

- Initiate a new import
- Validate and process the import file
- View reports

Import Details

- View import file details
- View and correct errors

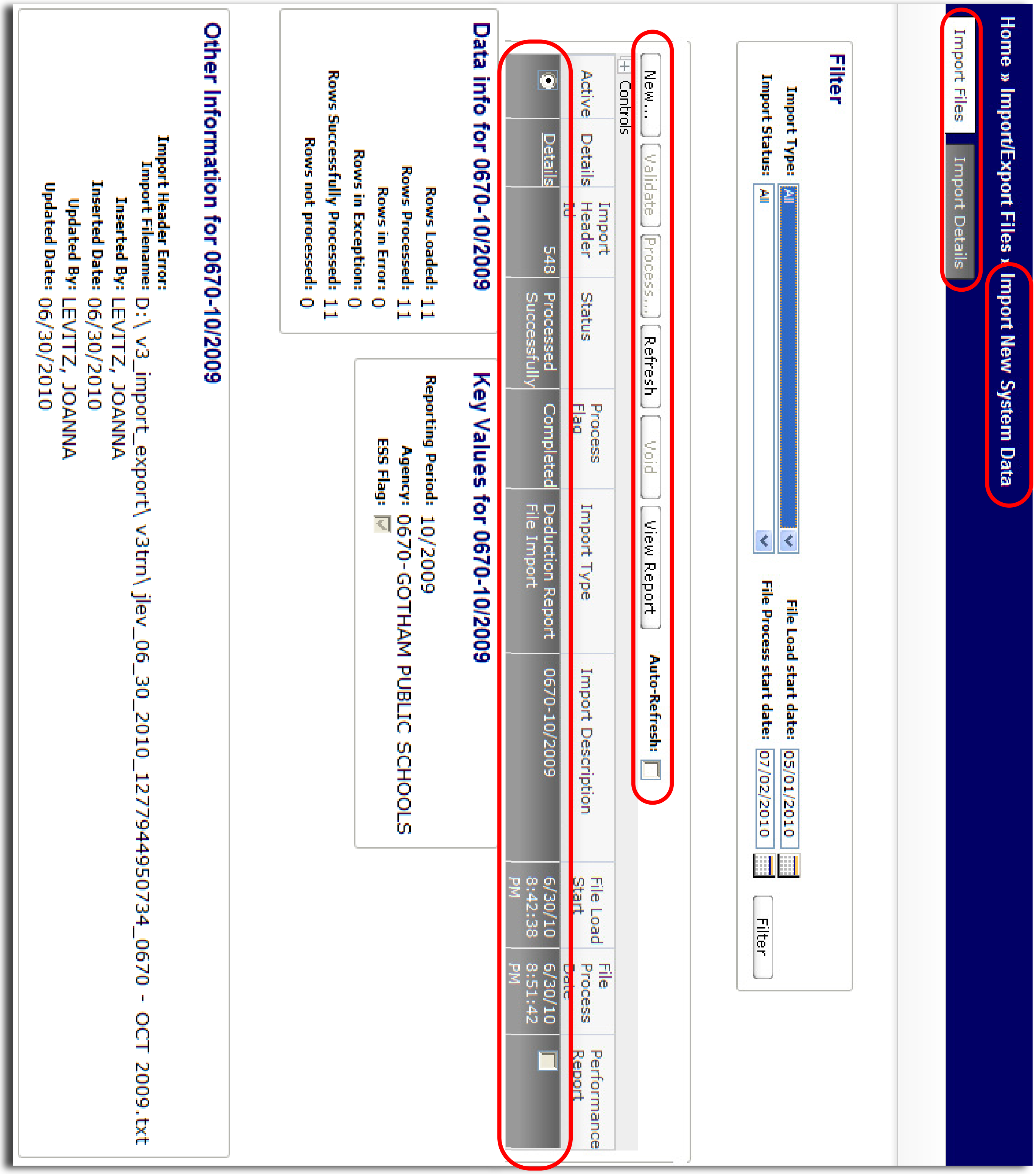
Part 2: Deduction reporting overview 60

Import Files tab

The Import Files tab is divided into three sections:

- **Filter:** View existing imports based on their import status and upload dates
- **Import Processing:** Lists all deduction report imports; use import buttons to upload and process your deduction files, validate your data, re-process, and review the import progress
- **Processing Summary:** Provides additional information about the import file; automatically updated by MyTRS

Button	Action
New	Opens the Create New Import pop-up window to upload a new import file
Validate	Not used in normal processing, as second-level validation is performed via the **Process** button; used in voiding an import file (see Note on page 96)
Process	Runs second-level validation and attempts to complete processing of the import file
Refresh	Updates the processing status (Process Flag)
Void	Voids the import file (can only be used prior to completion of processing)
View Report	Opens the PDF view to review the import errors report
Auto-Refresh [checkbox]	Updates the status of the import file as the validation or process buttons run



Home » Import/Export Files » Import New System Data
Import Files
Import Details
Filter
Import Type: All
Import Status: All
File Load start date: 05/01/2010
File Process start date: 07/02/2010
Filter
New...
Validate
Process...
Refresh
Void
View Report
Auto-Refresh:
Controls
Active
Details
Import Header Id
Status
Process Flag
Import Type
Import Description
File Load Start
File Process Date
Performance Report
Details
548
Processed Successfully
Completed
Deduction Report File Import
0670-10/2009
6/30/10 8:42:38 PM
6/30/10 8:51:42 PM
Data info for 0670-10/2009
Rows Loaded: 11
Rows Processed: 11
Rows in Error: 0
Rows in Exception: 0
Rows Successfully Processed: 11
Rows not processed: 0
Key Values for 0670-10/2009
Reporting Period: 10/2009
Agency: 0670-GOTHAM PUBLIC SCHOOLS
ESS Flag:
Other Information for 0670-10/2009
Import Header Error:
Import Filename: D:\ v3_import_export\ v3trn\ jlev_06_30_2010_1277944950734_0670 - OCT 2009.txt
Inserted By: LEVITZ, JOANNA
Inserted Date: 06/30/2010
Updated By: LEVITZ, JOANNA
Updated Date: 06/30/2010

Part 2: Deduction reporting overview 61

Importing a new file

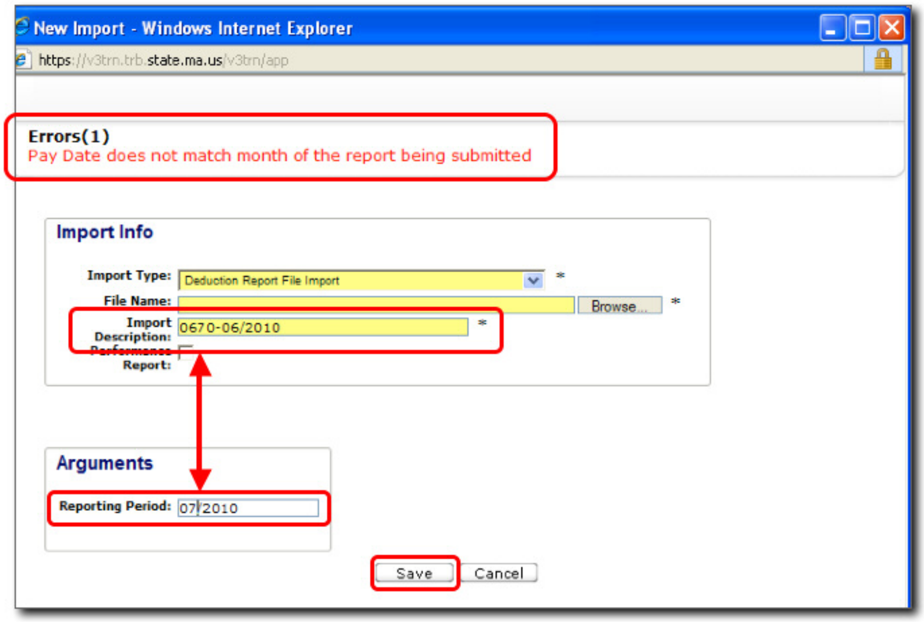
▪ **Upload** the file	Pass all first-level validation checks to ensure **the file** meets the MTRS file specifications (e.g., correct file, 309 characters)
▪ **Process** the file	Correct any second-level validation errors to ensure **the details** meet the MTRS file specifications (e.g., invalid record type, earnings) Move the report to Employer Management for completion

- To import a deduction report file, click **New**; the New Import pop-up window appears

Part 2: Deduction reporting overview 62

The first-level validation process

- File must pass the file structure validation
- In this example, the **Reporting Period** does not match the pay dates in at least one record in the imported file

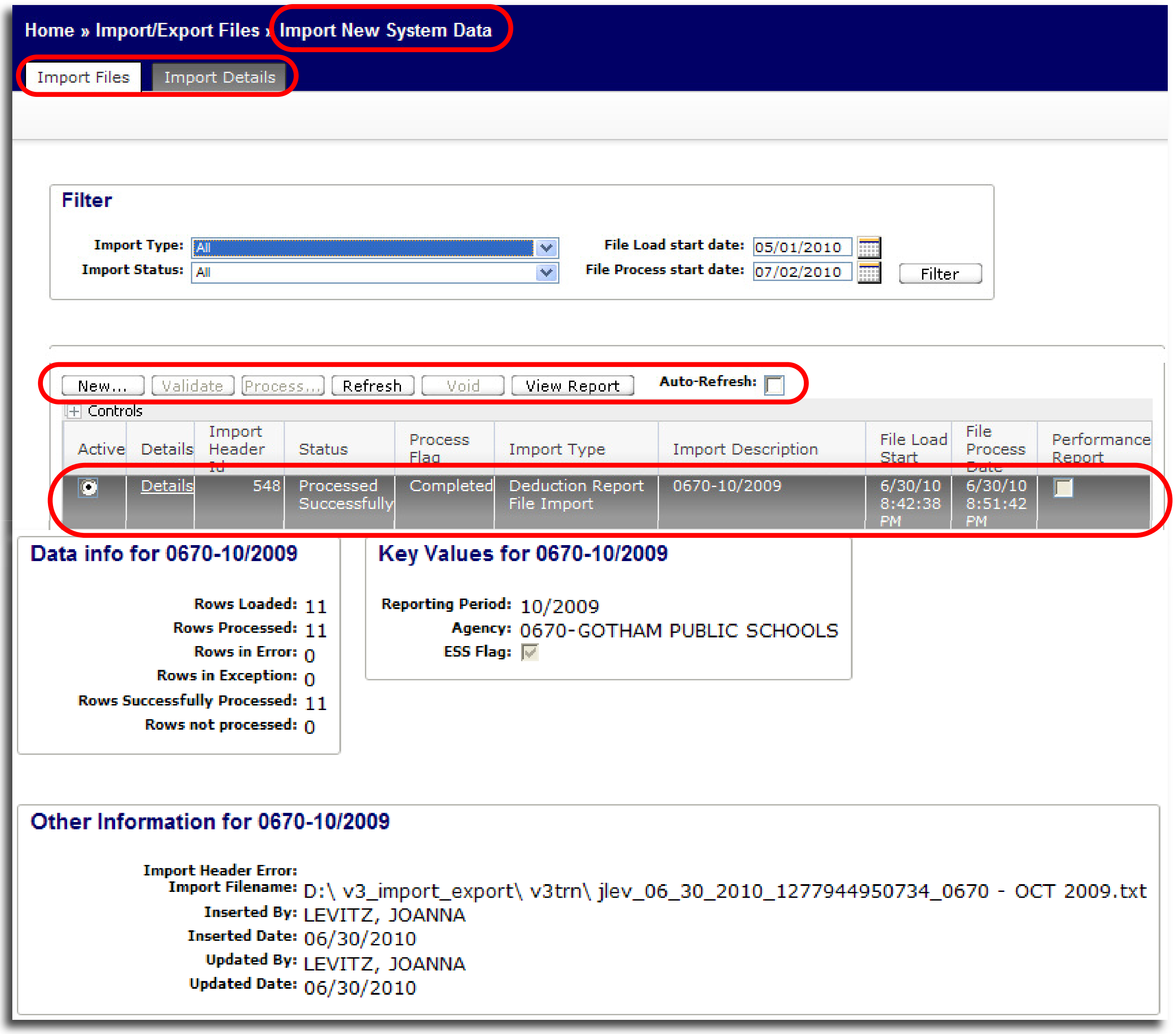


- The reasons an import file might not pass the first-level validations:
  - The wrong file was attached.
  - The file does not have a .txt extension.
  - A Record does not have 309 characters.
  - The agency code is invalid.
  - The Pay Date does not match the month of the report being submitted.
  - The Pay Date is invalid.
  - There is no comma separating the last name from the first name.
  - A name has two commas.
- Each first-level import validation error stops the file from loading into MyTRS. When this happens, MyTRS displays an error message in the New Import window. **You cannot correct first-level validation errors in MyTRS.** Load a new file or correct the current file and repeat the import process.
- If a deduction report file contains multiple first-level validation errors, you must correct every error before MyTRS will accept the file.

Demonstration 6

Importing a report

Step 1: Create a new import.



- From the *Home* page or **I Want To:** drop-down menu, click **Import New System Data**.

The basic flow

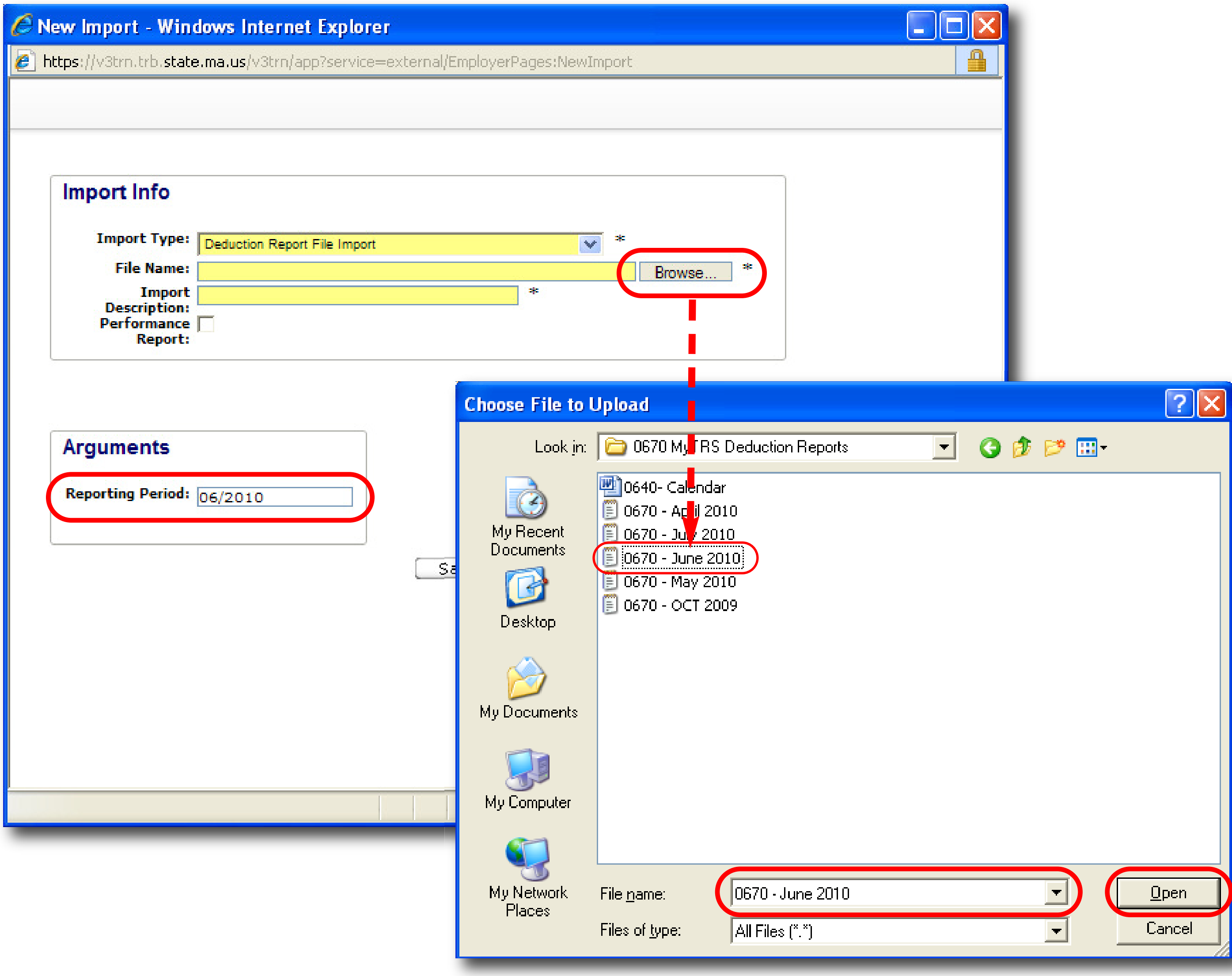
1) **Upload** the import file	Pass all first-level validations to ensure the **file** meets the MTRS file specifications
2) **Process** the import file	Correct second-level validations to ensure the **details** meet the MTRS file specifications, and move the report to Employer Management to complete

Getting started

- To import a deduction report file, click **New**. The New Import pop-up window appears.

Demonstration 6: Importing a report (continued)

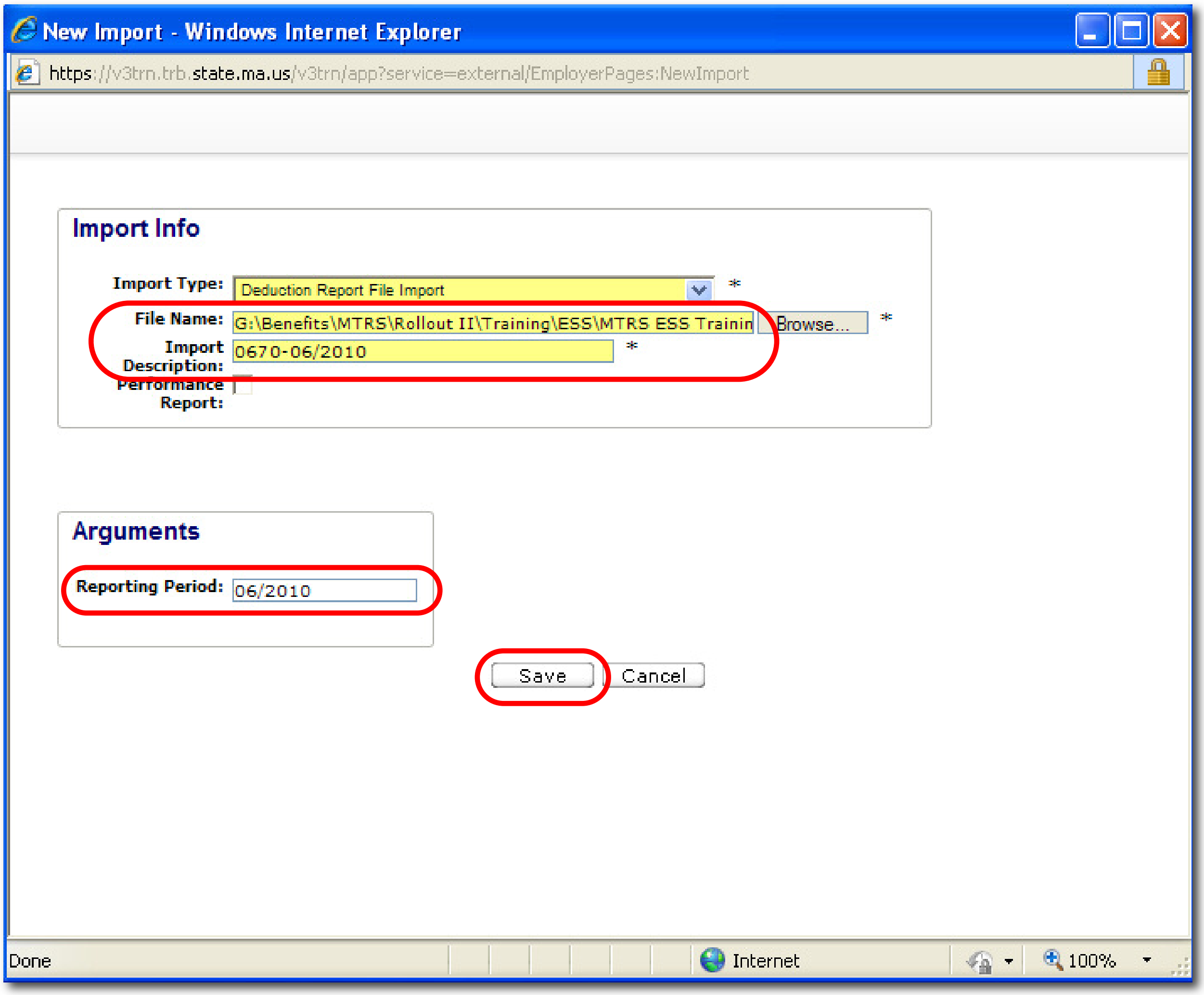
Step 2: Browsing to your file.



- Browsing to load a file in MyTRS is just like browsing to load a file in BERT.
- You can use the **Browse** button to locate and select the deduction report import file; the file and path will then populate the **File Name** field.

Demonstration 6: Importing a report (continued)

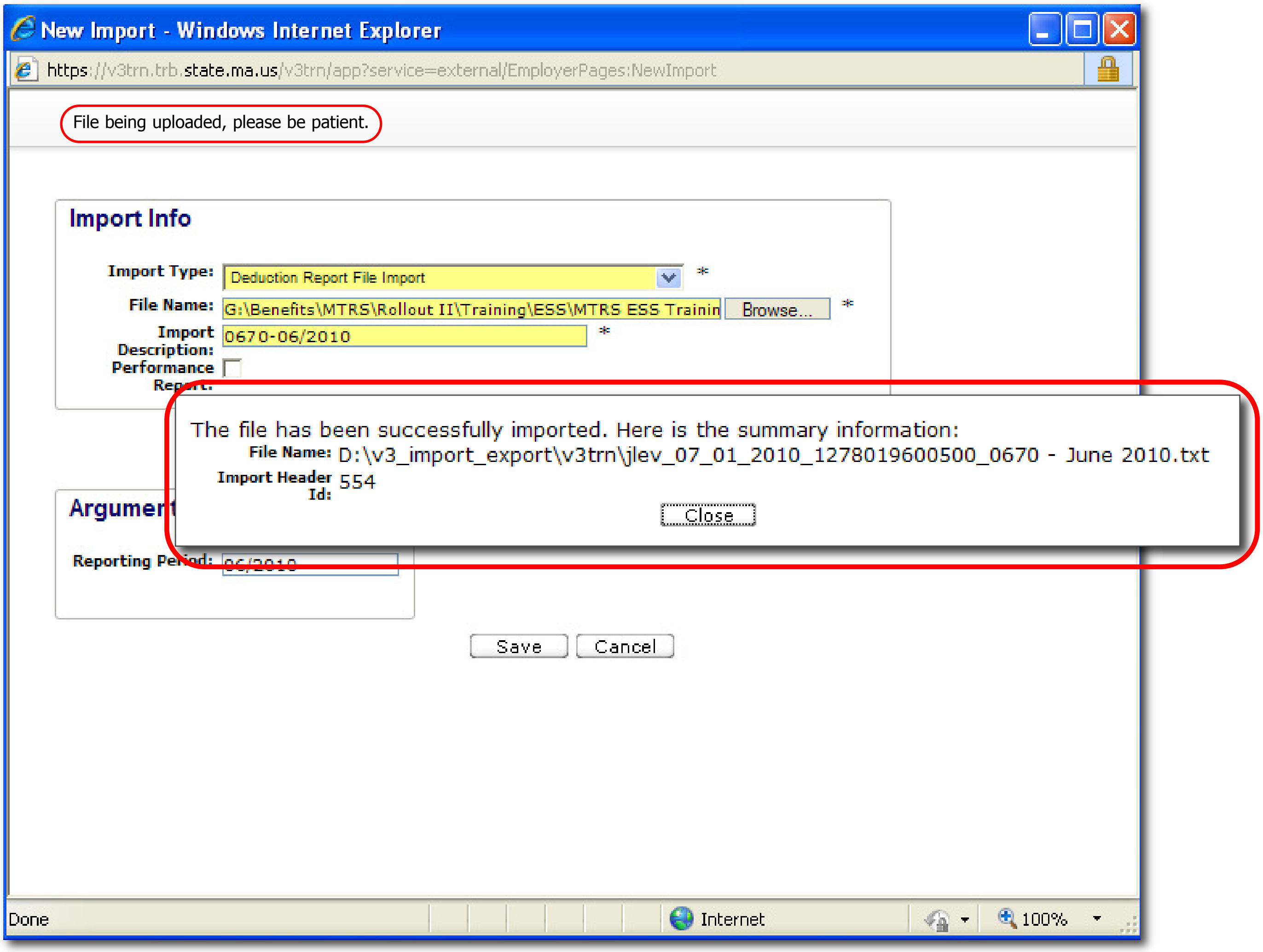
Step 3: Enter the import details.



- After you have located and opened the file, the File Name field is populated with the file's path.
- Enter the **Import Description**. The import description should include your employer code (e.g., 0670) and the import file reporting month (e.g., 06/2010).
- Enter the **Reporting Period**. The entered Reporting Period must match the reporting period within the Deduction Report File Import. The date format is MM/YYYY.
- Click **Save** to initiate the upload and start the first-level validations, or **Cancel** to close the pop-up window.

Demonstration 6: Importing a report (continued)

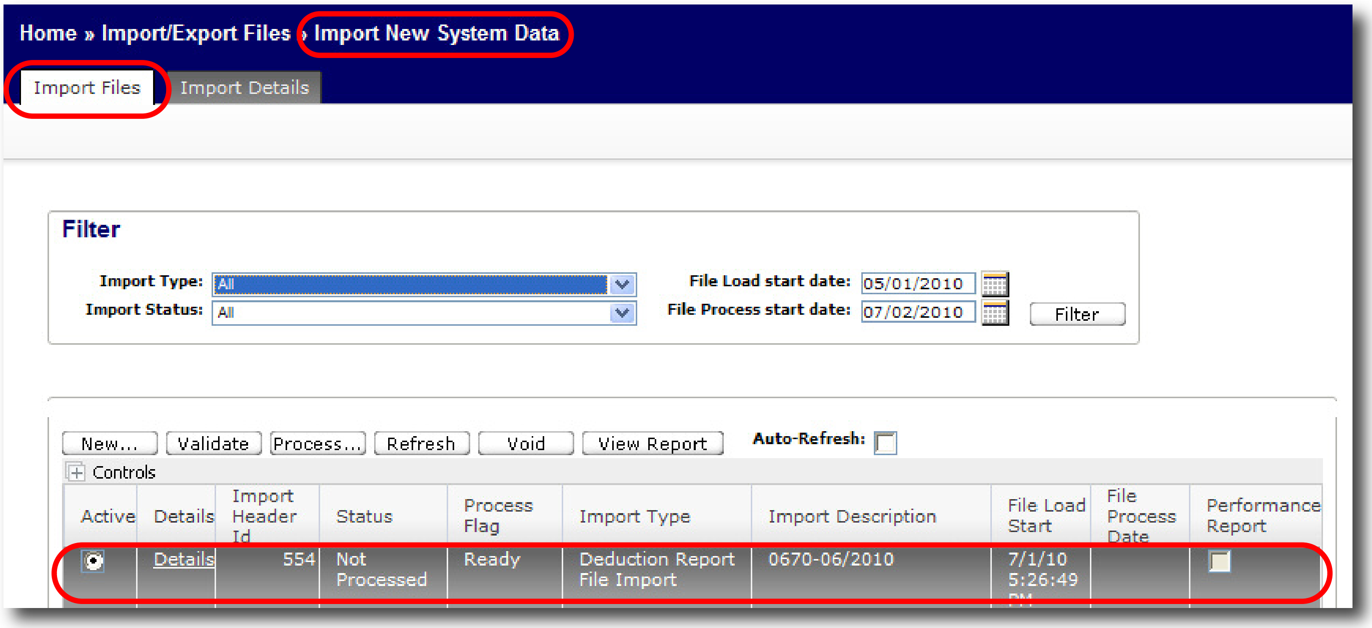
Step 4: Save your import to a temporary test area.



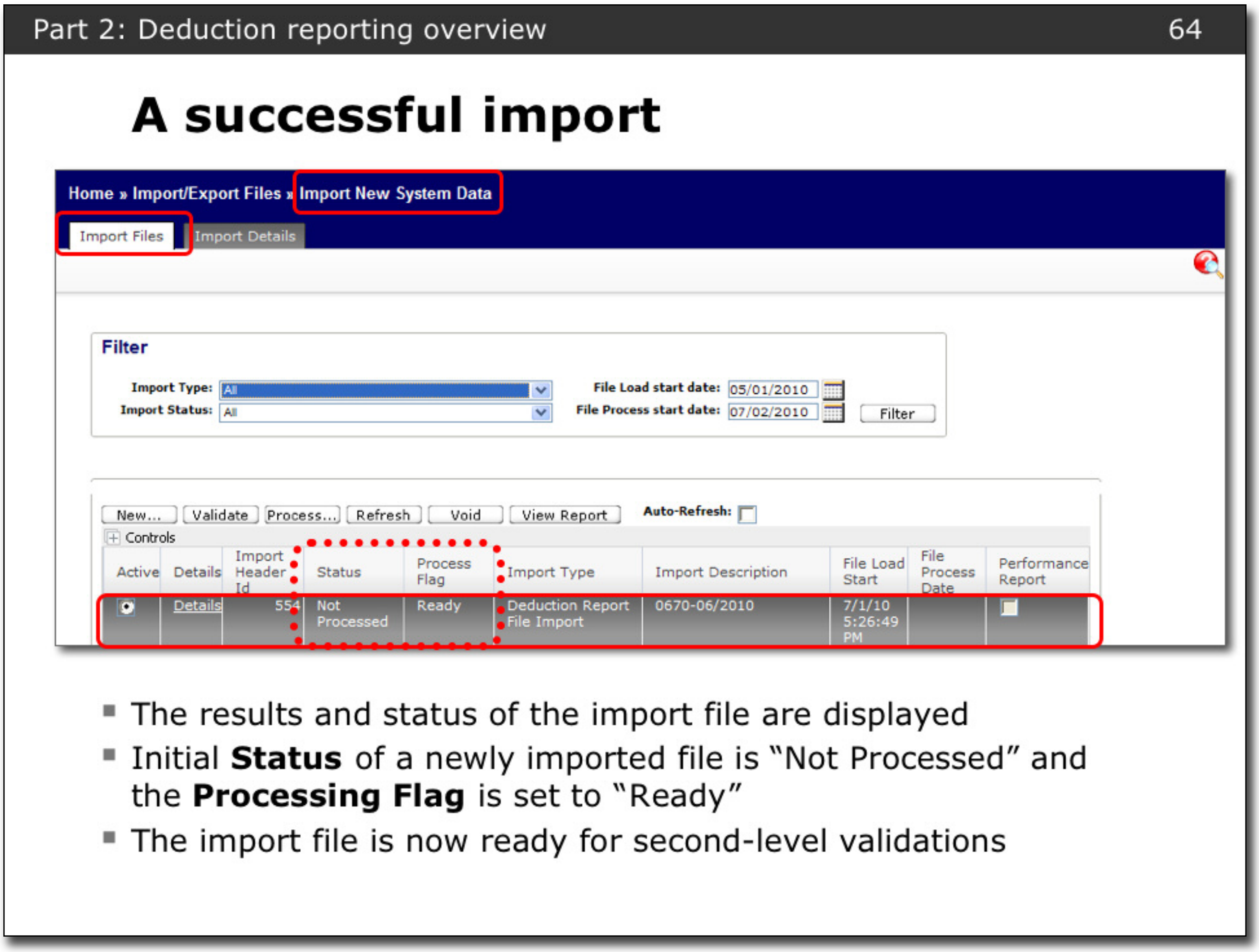
- During the upload, the message "File being uploaded…" displays while MyTRS checks the first-level validation requirements against the import file.
- When the file passes all first-level validations, the following message is displayed: "The File Has been successfully imported. Here is the summary information." The summary includes:
  - Name of the imported file
  - Import identification number
- The imported file will now appear in the Import Processing section of the *Import Files* window. Second-level validation occurs after your properly structured file successfully uploads into this temporary holding area within MyTRS.

Demonstration 6: Importing a report (continued)

Step 5: View your file in the Import Files tab.



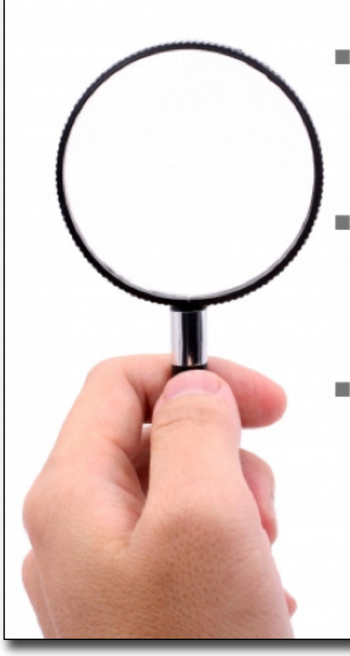
■ Now that your file is imported to the testing table, you can see it in the Import Files tab.



- After successfully uploading the deduction report file import, MyTRS automatically opens the Import Files window. The Import Processing section displays the results and status of the import file.
- The Status of a newly imported report is “Not Processed” and the Process Flag is set to “Ready.”
- You can now validate the report for second-level validation errors and exceptions.
- Now that your file is loaded to the testing table, you need to process your file to perform second-level validations and complete your import.
- An import file goes through a series of statuses when the file is being Validated and Processed.

Part 2: Deduction reporting overview 65

Second-level validation



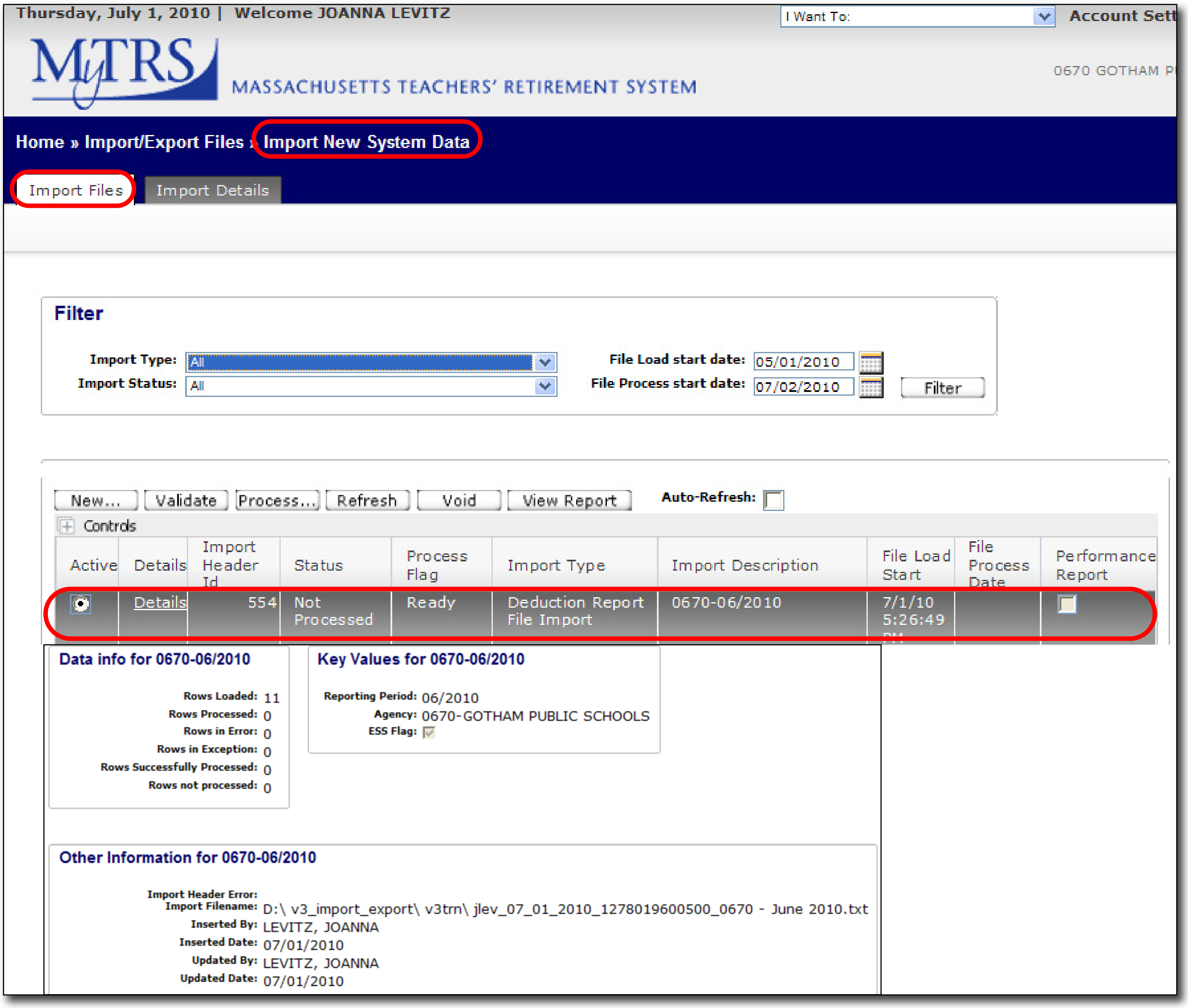
- This format validation looks for simpler problems such as missing data, letters in number fields, etc.
- This validation also ensures that all reported employees are MTRS members (new employees must be registered)
- Corrections for all errors are performed on the *Import Details* window or member registration
- If you have a high error volume, you may want to correct this data in your payroll system, **Void** the initial import and import a corrected file

- MyTRS runs through a series of second-level validations. If the file validation identifies errors, the import Status changes to reflect that there are errors in the file (e.g., Processed with Errors).
- Some rows (employees) will pass our validations successfully and others may not.
- Some examples of second-level validation errors are:
  - Invalid Position Code
  - Contract term is invalid (blank)
  - Pay Duration is invalid (blank)
- **Note**: If you have a Status of Processed with Errors, and you would like to void your report, you will first need to click the **Validate** button, and then—if you have not checked the Auto-Refresh box—the **Refresh** button. The Status will then change to Validated with Errors, and you may then void your report.

Demonstration 7

Completing your deduction report

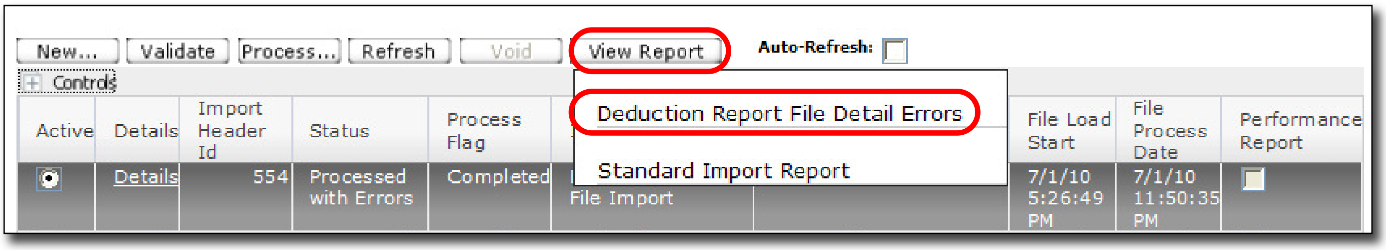
Step 1: Start at the import screen.



- To test your file, click the **Process** button. MyTRS will then check for second-level validations AND attempt to complete the processing of your import file.
- **Note:** Because MyTRS is web-based, you must hit the **Refresh** button or check **Auto-Refresh** for the file to process and the Status to update and change. The three possible Status field values are:
  - **Not Processed**: File has passed first-level validation and is ready to be validated and processed.
  - **Validated/Processed with Errors**: Second-level errors exist in the file and must be resolved before moving to the next status.
  - **Validated/Processed Successfully**: All second-level errors have been resolved. Import file moves from temporary storage area into MyTRS.
- Once the file processes successfully, your import is complete and your file is ready to be worked on in the Deduction Report Editor found in the Employer Management category.

Demonstration 7: Completing your deduction report (continued)

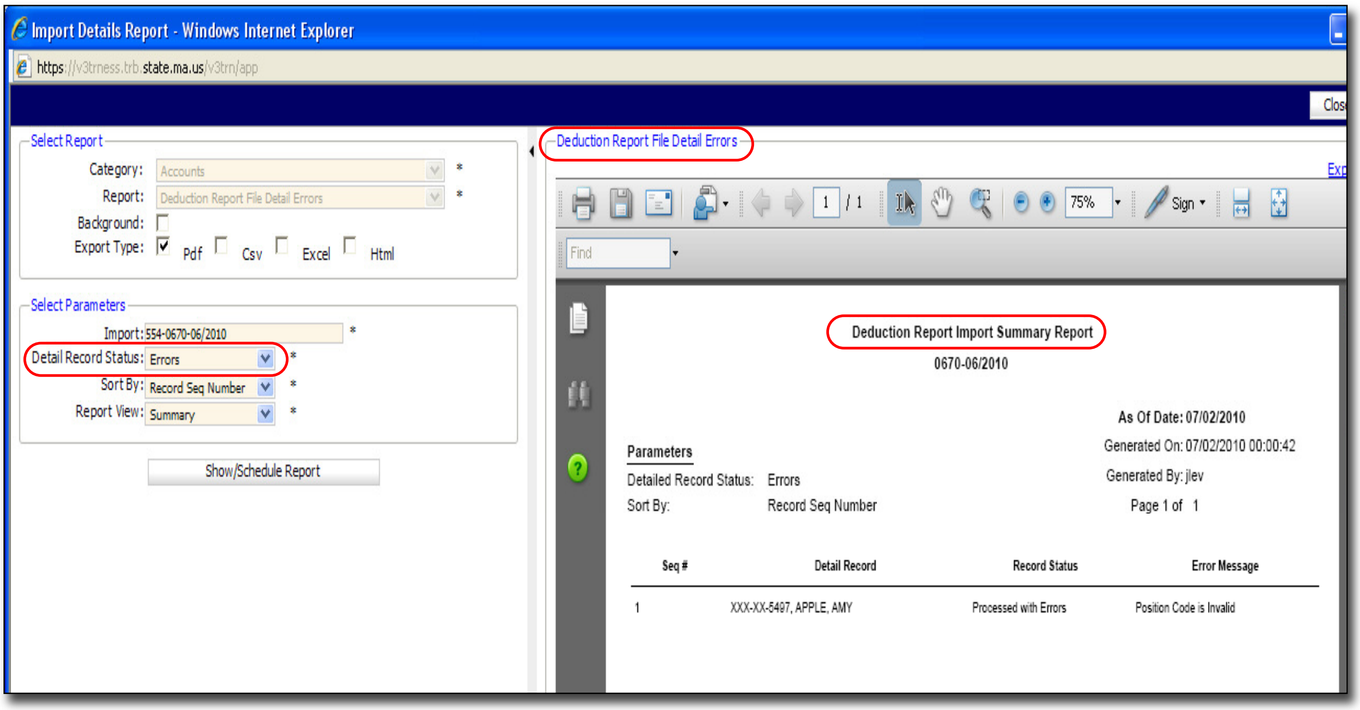
Step 2: Viewing an error report.



- If the Import Status is "Processed With Errors" click the **View Report** button and select the Deduction Report File Detail Errors report from the Import Files tab.
- The Deduction Report File Detail Errors report assists you with correcting errors by allowing you to review the import validation errors and providing you with a record of issues that need to be corrected in your payroll system.
- You can use the Import Details window to correct all validation errors, re-validate, and then process the file. When the file processes successfully, the imported data is transferred to the Deduction Report Editor for the third-level validation process.

Demonstration 7: Completing your deduction report (continued)

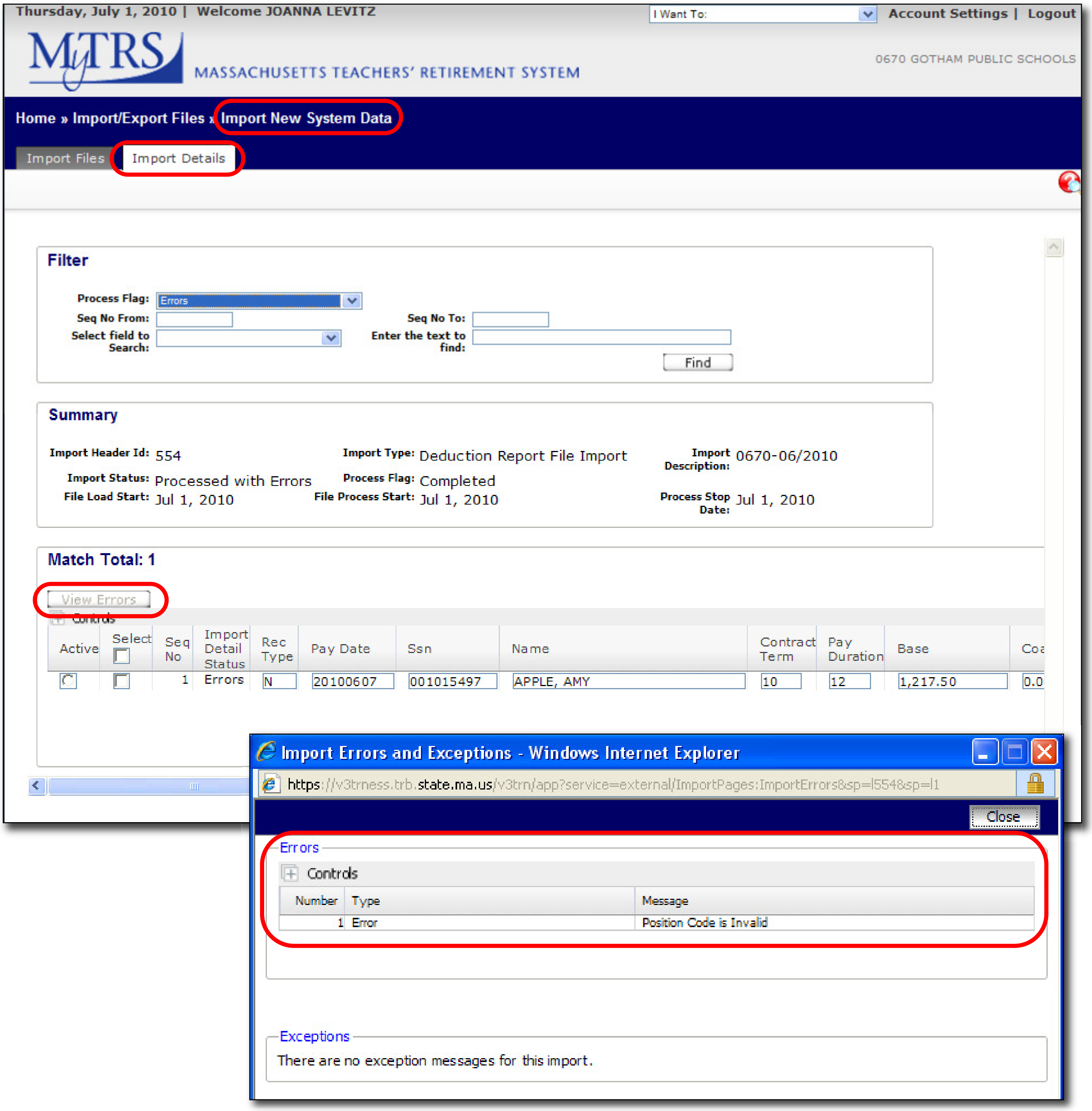
Step 3: Viewing an error report (continued).



- For each employee listed in the import file, the report will display the record status and error messages, if any.
- There are two report views: **Summary** and **Detail**.
  - **Summary view:** only an overview of data from the detail record.
  - **Detail view:** specific data from the detail record.
- The Detailed Record Status pull-down gives you the option to view:
  - All records in the file
  - Errors only
  - Successful records (i.e., passed second-level validation)
  - Not processed and ready to be validated
- Sort the report by selecting the appropriate sort criterion from Sort By and clicking **Show/Schedule Report**.

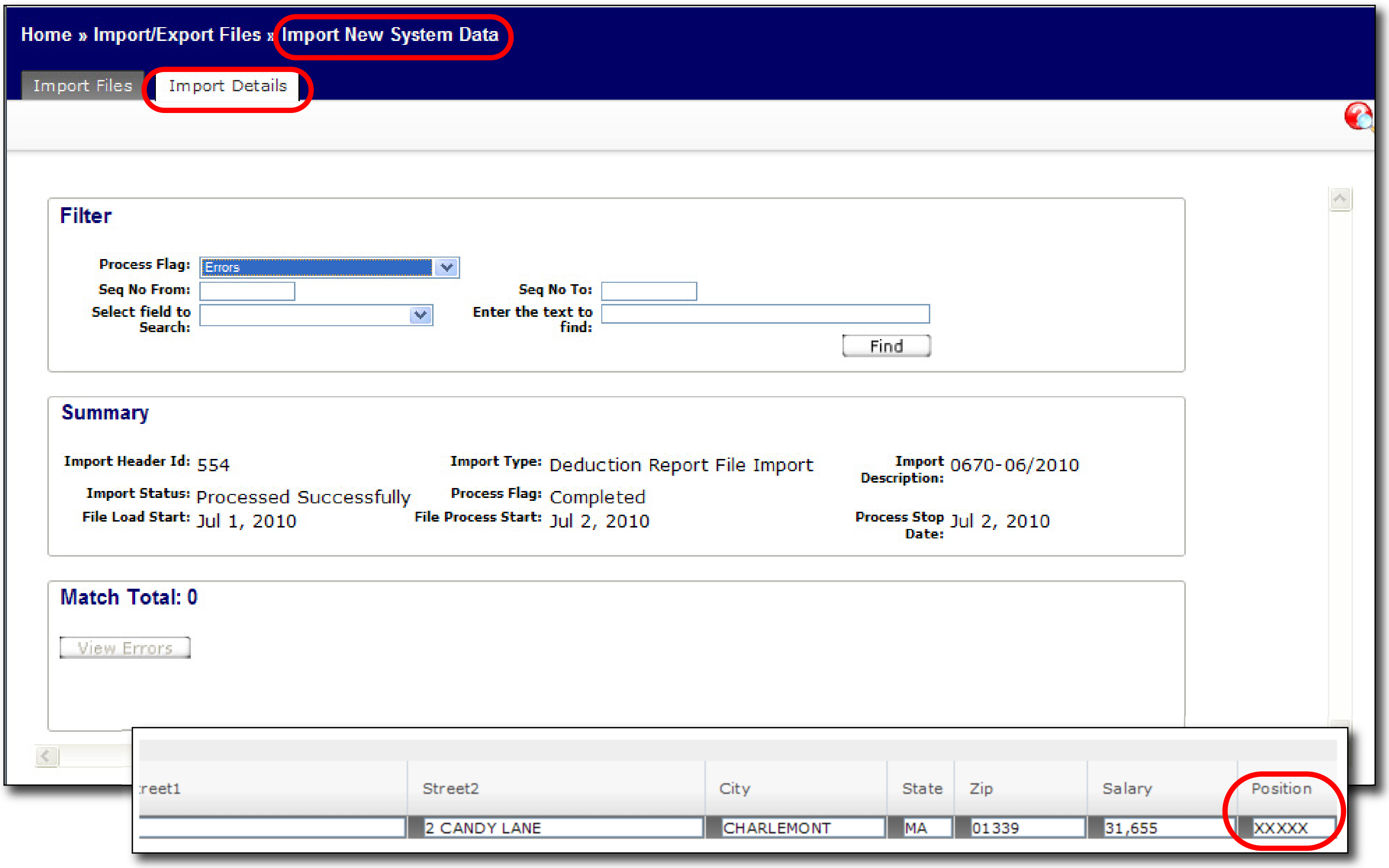
Demonstration 7: Completing your deduction report (continued)

Step 4: View the error report on the Import Details window using the View Errors button.



Demonstration 7: Completing your deduction report (continued)

Step 5: Viewing the errors on the detailed record row.

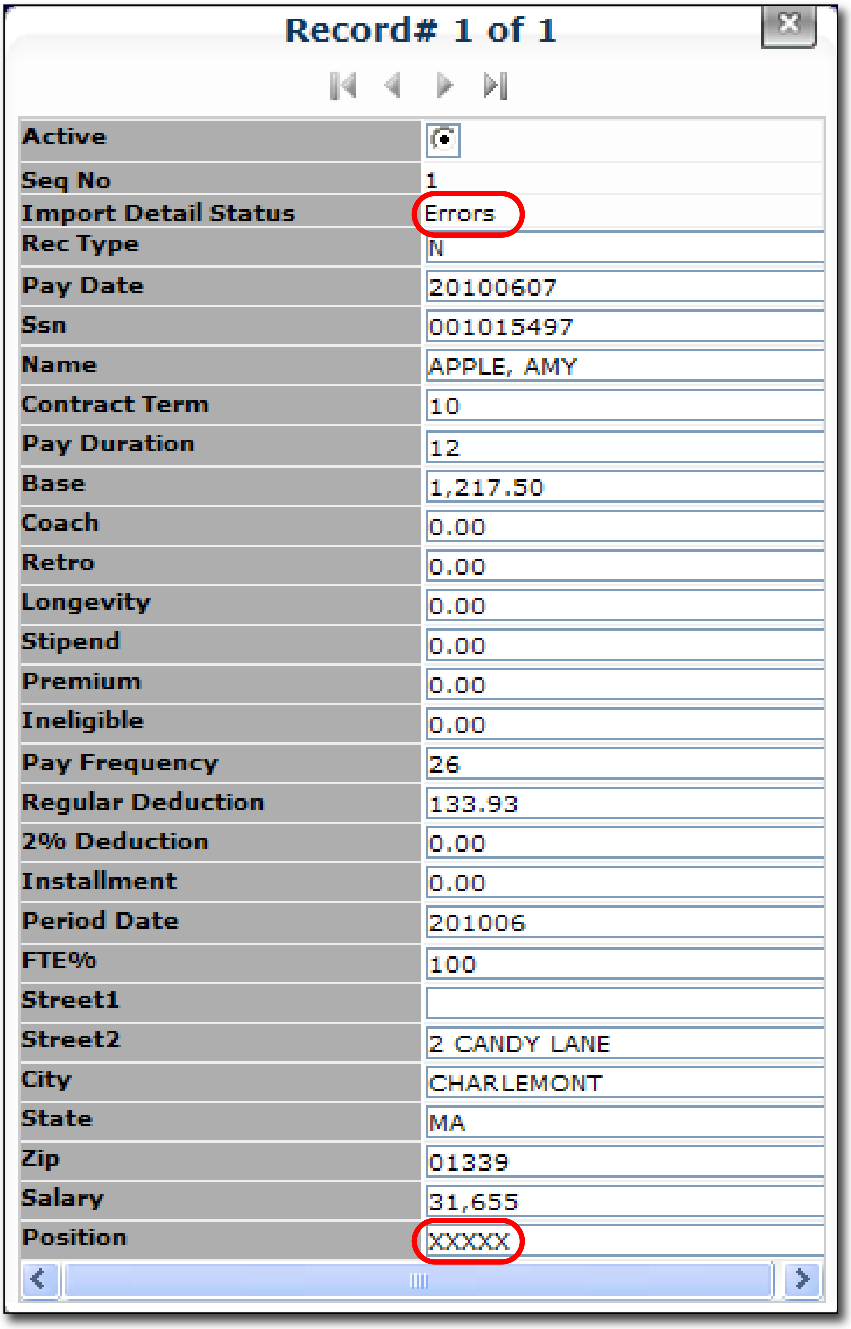


- Some employee records will validate successfully and others may be flagged as having errors.
  - To simplify the review and error correction process, you may **sort** the rows by selecting one of the pre-defined **Process Flag** statuses in the Filter section.
  - Click **View Errors**. The Import Errors and Exceptions pop-up window appears, displaying the errors and exceptions for the selected row.
- In this example, the Position Code is in error and needs correction.
- Change the value in the Position Code field by typing over the incorrect data with the correct data.
- Repeat this process for each error shown on the Import Details window or refer to the error report.

Demonstration 7: Completing your deduction report (continued)

Step 6: Using the View Row control.

- While in the Import Details window, click the **plus icon (+)** to expand the grid controls of the records view.
- Click on the member in the active column to choose a member to view.
- Click on the **View Row** button. The record appears in a vertical format in a pop-up window, similar to what happens in BERT when you click on an SSN.
- To locate and view additional records, click on the blue navigation arrows at the top of the window.
- Enter corrections in the necessary fields.
- To close the pop-up window, click the **X** in the gray box in the upper right corner.

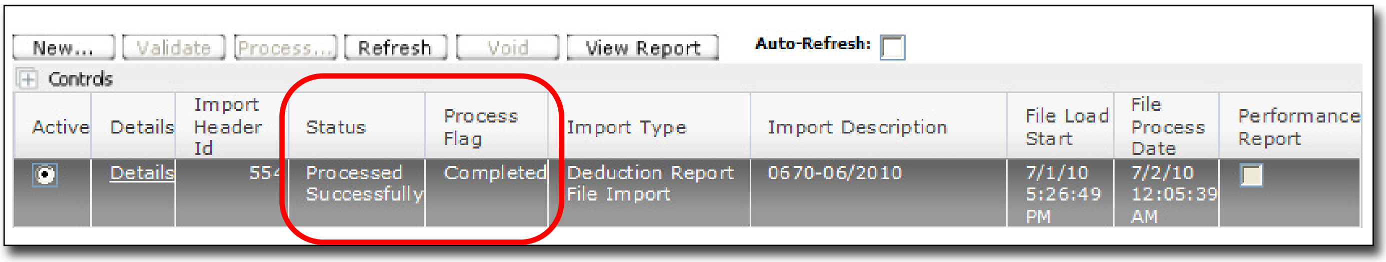


Record# 1 of 1

Active	
Seq No	1
Import Detail Status	Errors
Rec Type	N
Pay Date	20100607
Ssn	001015497
Name	APPLE, AMY
Contract Term	10
Pay Duration	12
Base	1,217.50
Coach	0.00
Retro	0.00
Longevity	0.00
Stipend	0.00
Premium	0.00
Ineligible	0.00
Pay Frequency	26
Regular Deduction	133.93
2% Deduction	0.00
Installment	0.00
Period Date	201006
FTE%	100
Street1	
Street2	2 CANDY LANE
City	CHARLEMONT
State	MA
Zip	01339
Salary	31,655
Position	XXXXX

Demonstration 7: Completing your deduction report (continued)

Step 7: After validations passed, complete the import.

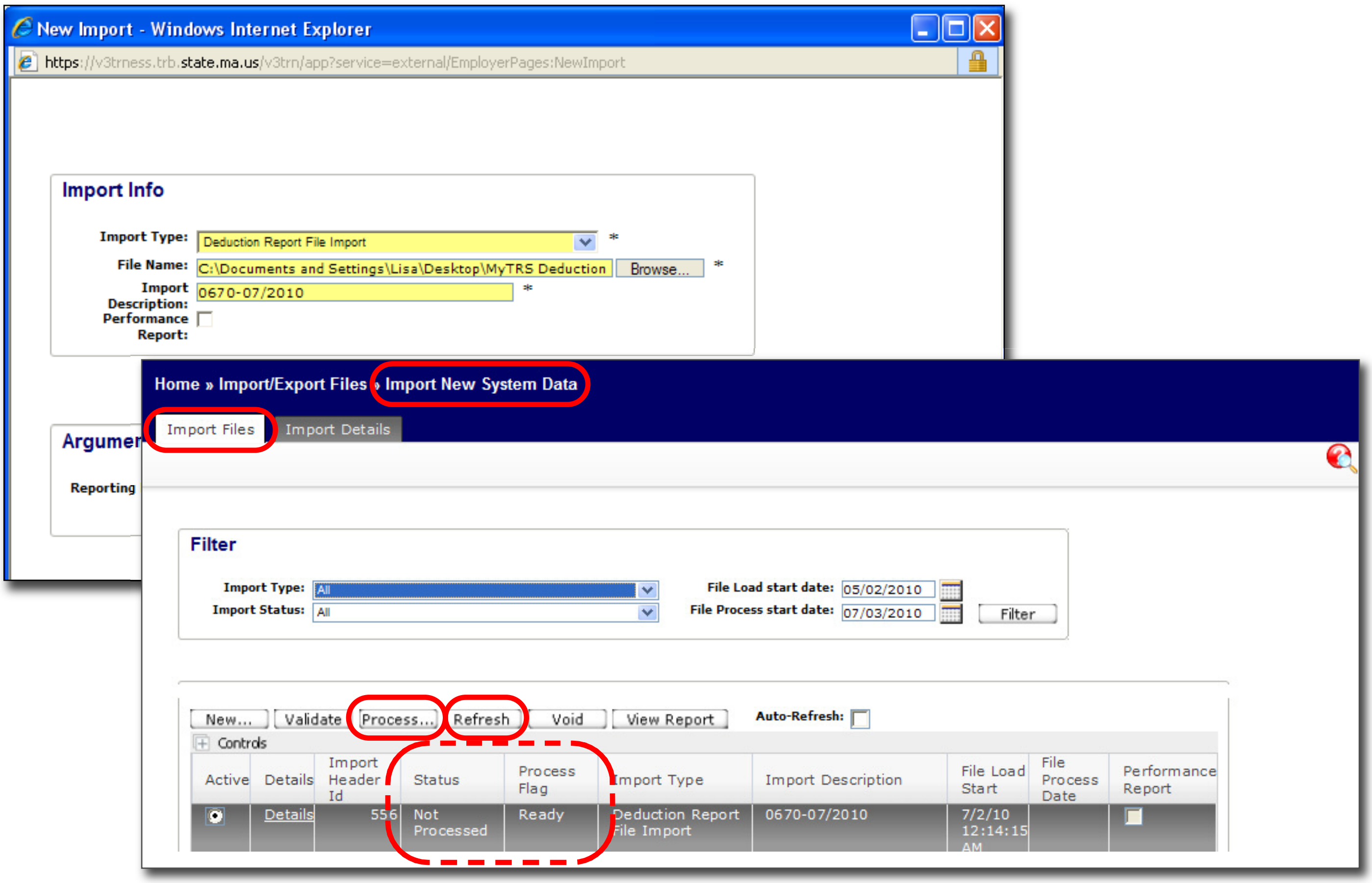

New... Validate Process... Refresh Void View Report Auto-Refresh:

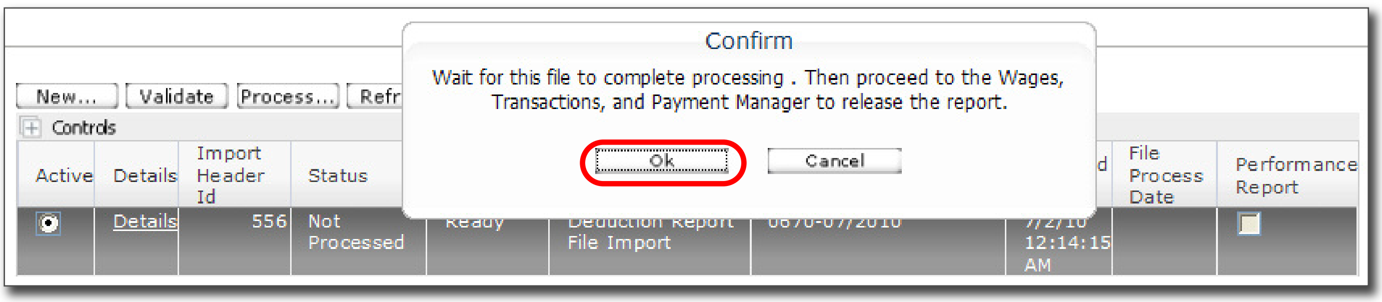
Controls

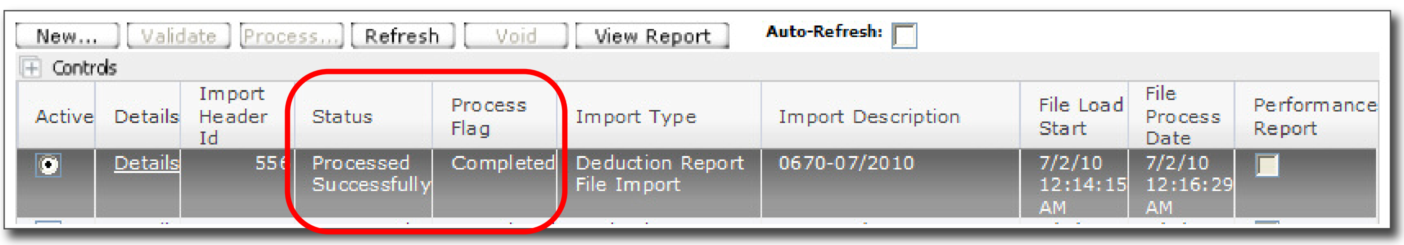
Active	Details	Import Header Id	Status	Process Flag	Import Type	Import Description	File Load Start	File Process Date	Performance Report
	Details	554	Processed Successfully	Completed	Deduction Report File Import	0670-06/2010	7/1/10 5:26:49 PM	7/2/10 12:05:39 AM	

Demonstration 7: Completing your deduction report (continued)

Step 8: Complete the import with no errors.

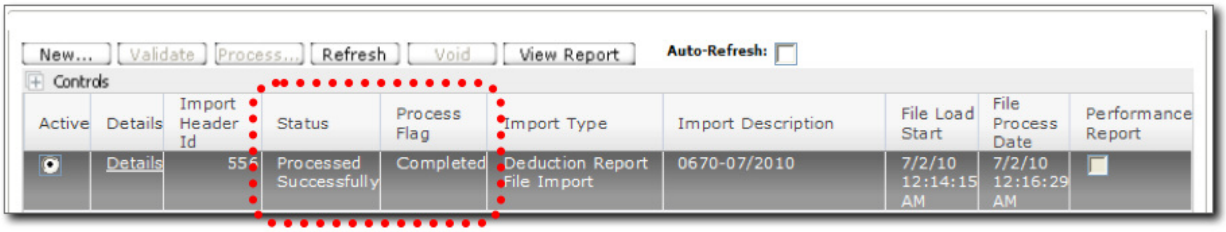






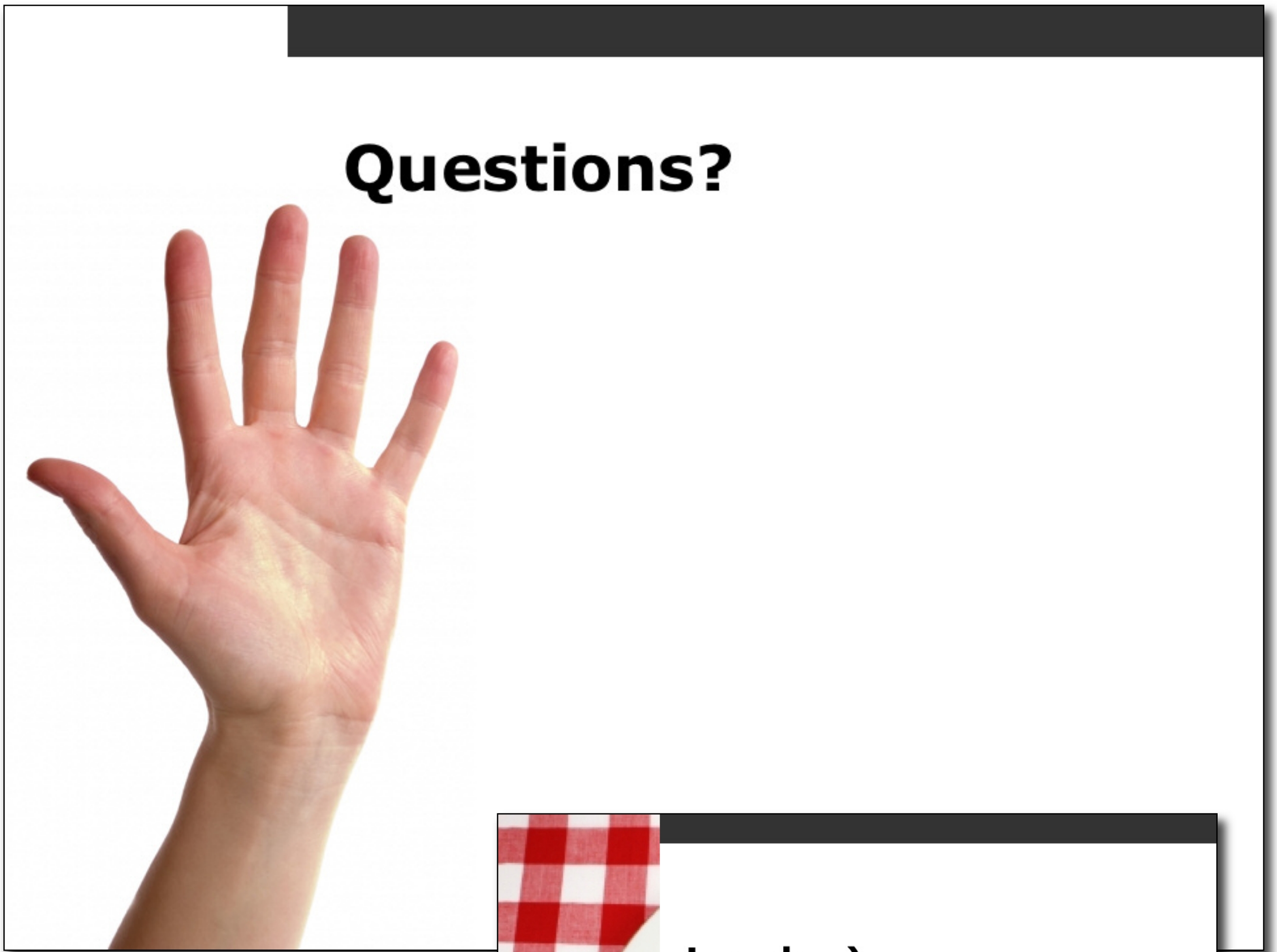
Part 2: Deduction reporting overview 67

A properly formatted report…



- Once you have passed the formatting validation, the deduction report **Status** will change to "Processed Successfully"
- Your file is now imported and ready to be tested for data quality and accuracy

- After you click **Process** and the file successfully validates and processes, a processing instruction window appears.
  - Click **OK** to confirm the message.
  - Click **Refresh** to update the processing **Status** while the report runs.
  - The Deduction Report Import File completes processing when the **Status** changes to Processed Successfully.
- The **Process** button both validates and processes the file. If records fail validation, the **Status** of the report is Processed with Errors.
- Now that your file is fully imported, you can review and edit the deduction report details in the **Review Employer Reports, Billing History & Payments** window.


Questions?


Lunch :)
When we come back…
Part 3:
Processing your deduction report

Notes

Part 3

Processing your deduction report

- **Reviewing and correcting your deduction report**

Finalizing your deduction report

Part 3: Processing your deduction report 71

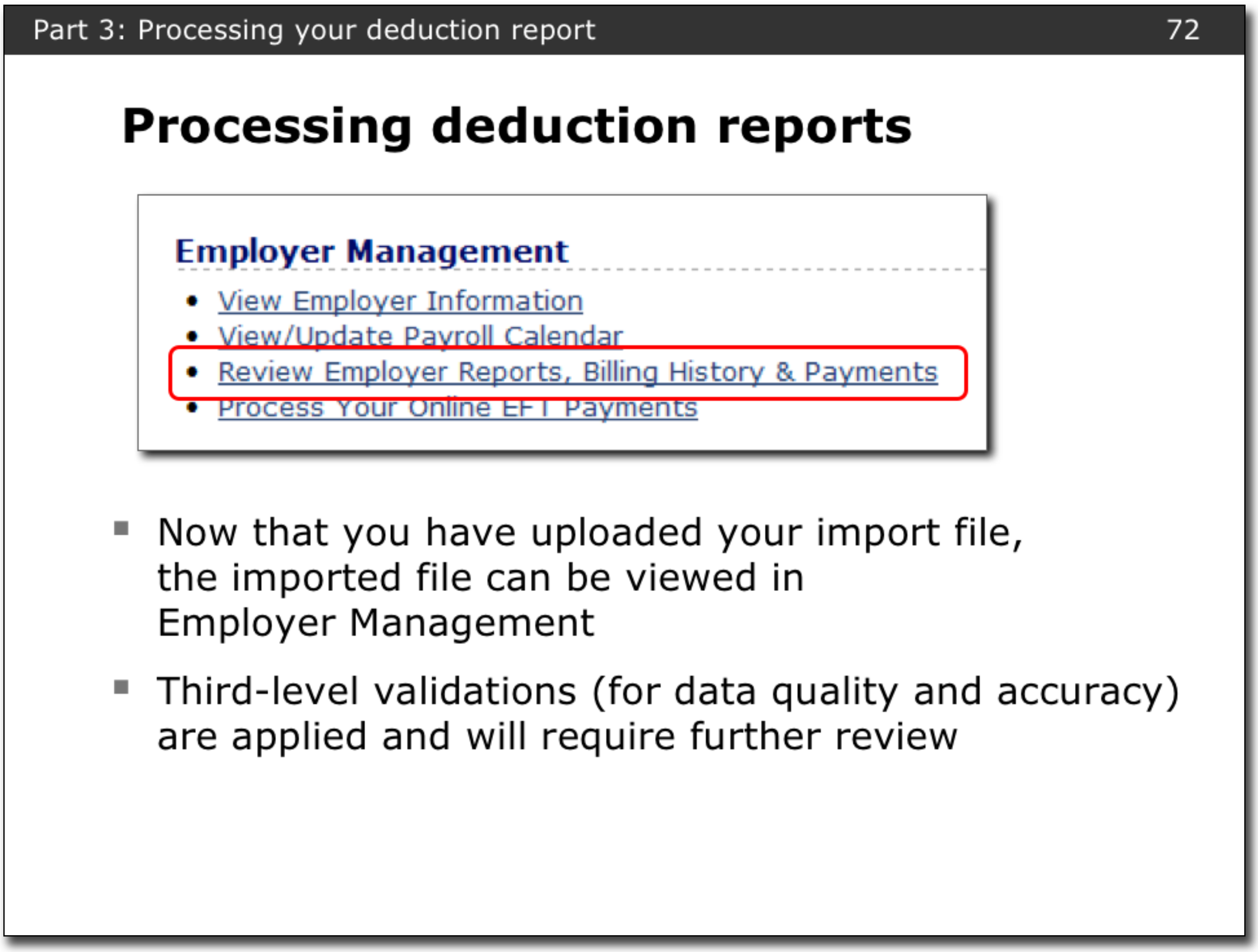
As noted earlier, there are four steps to deduction reporting:

1) **Process** your EFT payment

2) **Import** the deduction report file

3) **Process the deduction report to ensure that your data is checked for quality and accuracy** (third-level validations)

4) **Finalize** the deduction report process

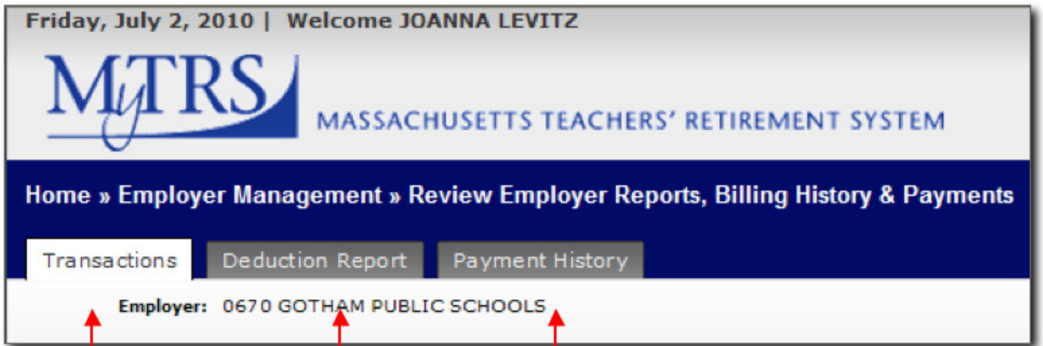


- Now that your file is fully imported, you can review and edit the deduction report details in the *Review Employer Reports, Billing History & Payments* window.
- This window also allows you to:
  - **View** transactions in your employer account
  - **Review** and **edit** deduction report details
  - Manually **create** new reports
  - **Enter** payment information
  - **Finalize** the deduction reports by submitting them to MTRS
  - **Review** a history of payments

Part 3: Processing your deduction report 73

Review Employer Reports, Billing History & Payments

- Window has three tabs…



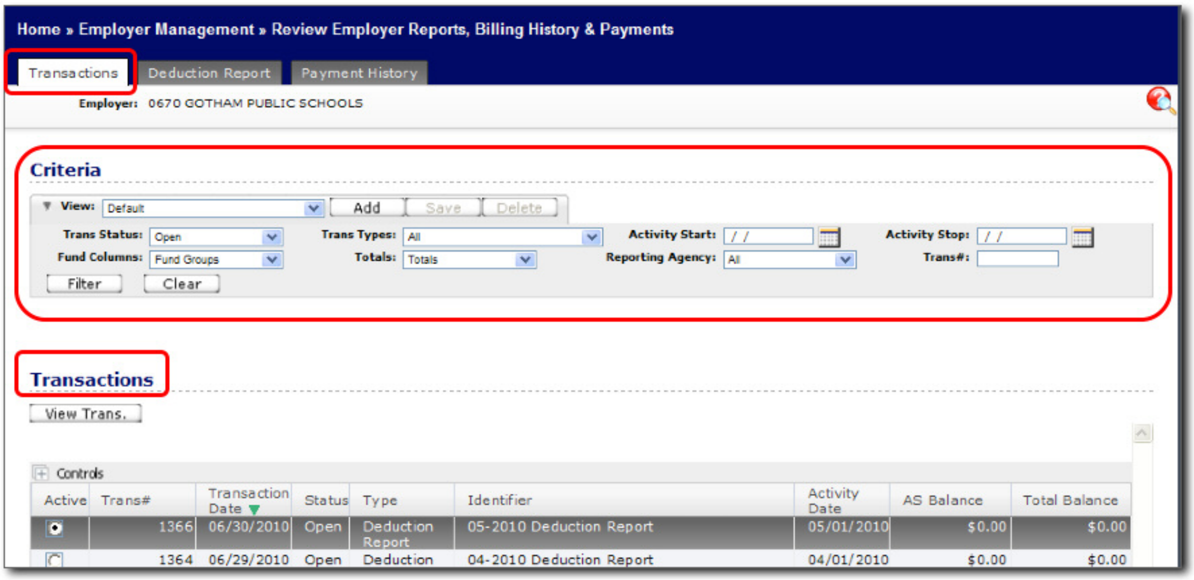
Transactions

Deduction Report

Payment History

Part 3: Processing your deduction report 74

Transactions tab

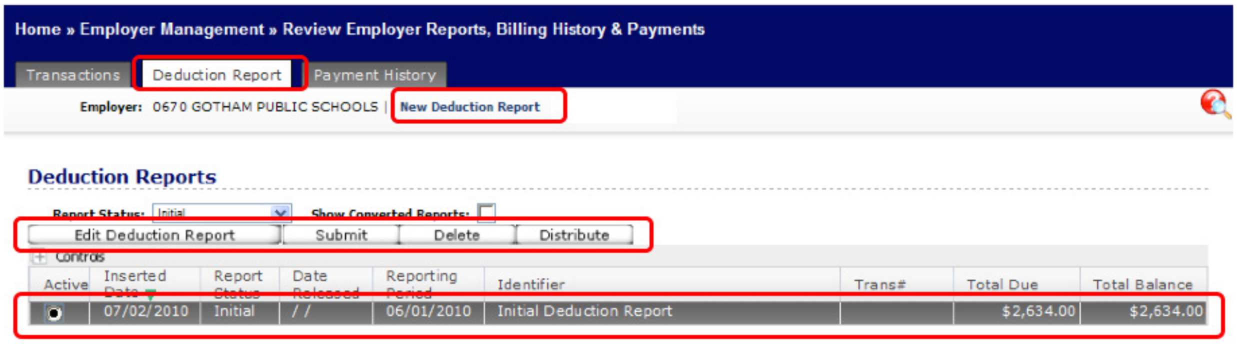


- Various work items are called **transactions**
- View all transactions including deduction reports, payments, and miscellaneous transactions
- Use **filter** criteria to view a subset of transactions

- The Transactions tab:
  - Includes a variety of work items which are referred to in MyTRS as transactions, such as deduction reports and payments, as well as miscellaneous transactions.
  - Displays a running total for the account (the sum of all receivable amounts from deduction reports, less the sum of all payments applied). This field is called Total Balance, and the amount is updated as you submit deduction reports and create payments.
- An **open transaction** exists when a deduction report has been submitted and/or a miscellaneous transaction has been entered and a payment has not yet been applied to the transaction.
- A **closed transaction** includes any deduction reports submitted, payments and other transactions that are fully satisfied.

Part 3: Processing your deduction report 75

Deduction report tab



- In this tab, you can:
  - **Review** existing deduction reports or initiate a manual deduction report
  - **Launch** the *Deduction Report Editor*
  - **Submit** the deduction report to MTRS
  - **Create** a payment distribution record
  - **Delete** reports in Initial status

- A deduction report has a status of Initial after it has passed both the first-level and second-level validations, and this status indicates that MyTRS has successfully processed the import file.

Part 3: Processing your deduction report 76

Deduction report tab (continued)

Deduction Reports

Report Status: All   Show Converted Reports:

Edit Deduction Report | Submit | Delete | Distribute

Controls

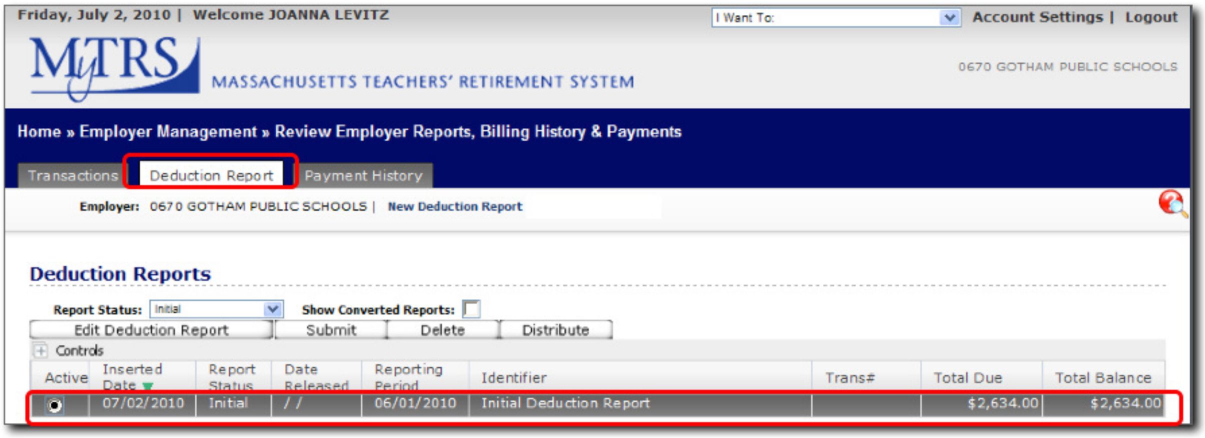
Active	Inserted Date	Report Status	Date Released	Reporting Period	Identifier	Trans#	Total Due	Total Balance
	07/02/2010	Initial	/ /	06/01/2010	Initial Deduction Report		$2,634.00	$2,634.00
	06/30/2010	Pending	/ /	05/01/2010	05-2010 Deduction Report	1366	$2,534.00	$0.00
	06/29/2010	Pending	/ /	04/01/2010	04-2010 Deduction Report	1364	$2,524.00	$0.00
	06/09/2010	Pending	/ /	03/01/2010	03-2010 Deduction Report	1218	$5,117.16	$0.00
	06/09/2010	Pending	/ /	02/01/2010	02-2010 Deduction Report	1216	$3,411.44	$0.00
	06/09/2010	Pending	/ /	01/01/2010	01-2010 Deduction Report	1215	$3,119.47	$0.00
	06/09/2010	Released	06/09/2010	09/01/2009	09-2009 Deduction Report	1214	$3,411.44	$0.00

- There are three Report Status values:
  - **Initial** The employer is editing the file and has **not** yet submitted it to the MTRS
  - **Pending** The MTRS has the report to review and approve (the report is no longer available to the employer for editing)
  - **Released** The report is completed, approved and finalized

- The *Deduction Report* window allows you to review existing deduction report files and launch the Deduction Report Editor pop-up window to edit deduction report details.

Part 3: Processing your deduction report 77

Deduction report editor



- **Third-level validations:** Errors and exceptions must be reviewed and resolved using the **Edit Deduction Report** button
  - **Errors**: Must be corrected
  - **Exceptions**: Must be corrected **or** explained and overridden

- After the Deduction Report import file is processed, additional validations are applied to the deduction report.
- If any **errors** remain, they must be **corrected** using the Deduction Report Editor. Exceptions, however, must **either** be corrected **or** explained and overriden using Deduction Report Editor.

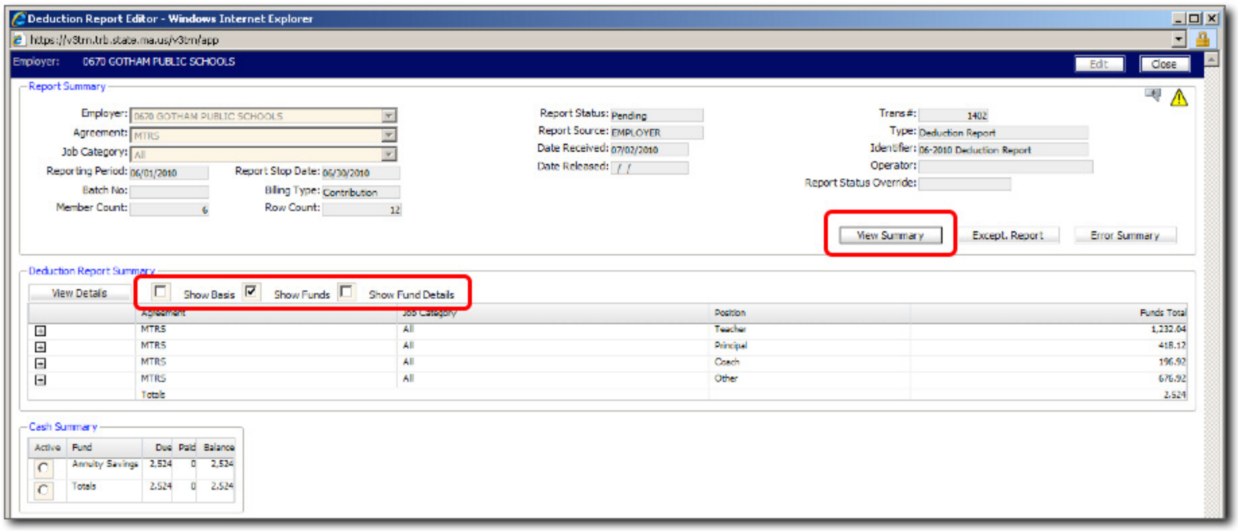
Part 3: Processing your deduction report 78

Third-level validation

- The third level validation is a data quality and accuracy validation. In this step, MyTRS runs a series of tests to verify the accuracy of the data in the report. These tests include:
  - Comparing all financial data against MyTRS records and other data in your report
  - Comparing contract and demographic data against MyTRS records
  - Looking for missing, un-enrolled and extra employees
- Reports entered manually only go through the third-level validation
  - You can still use BERT to create your import file instead of entering your report manually

Part 3: Processing your deduction report 79

View summary

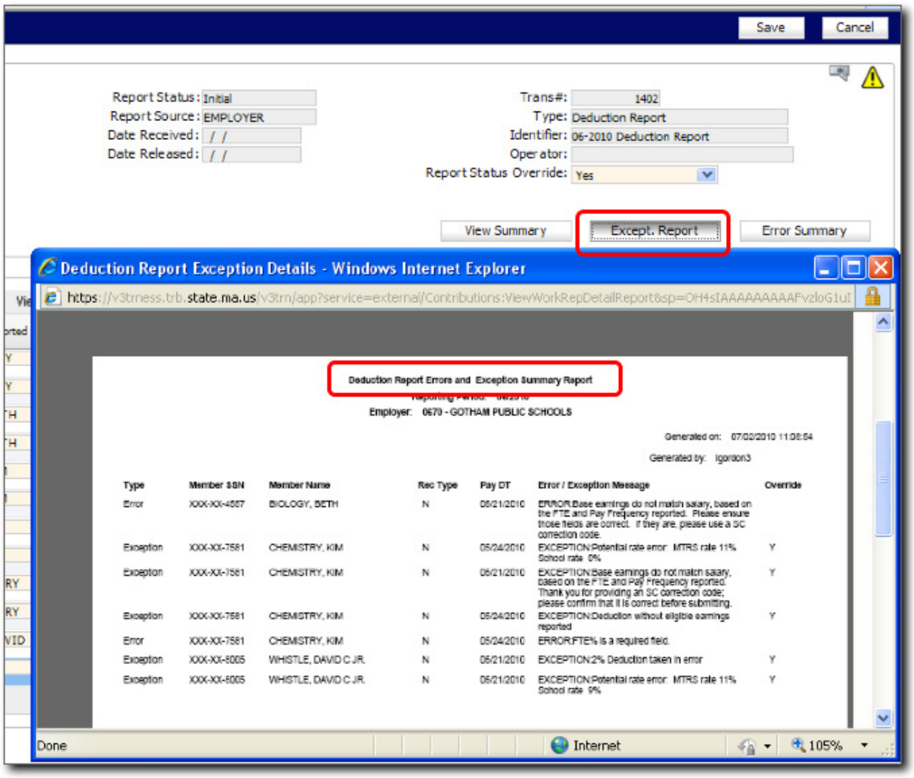


- **View Summary** provides a recap of the deduction report information, with employees grouped by position

- The **View Summary** button changes the layout of the detailed records in a collapsed format based on the employee's Position in each record, and provides a simple way to view records grouped by Position.
- For example, you can review all of the records in the report for the position "Teacher" without scrolling through all the rows of data in the report.
  - Click the **plus icon** (+) to expand a group of records.
  - Click the **minus icon** (–) to collapse a group of records.
  - To return to the details of the report, click **View Details** in the Deduction Report Summary section.

Part 3: Processing your deduction report 80

The errors and exception report

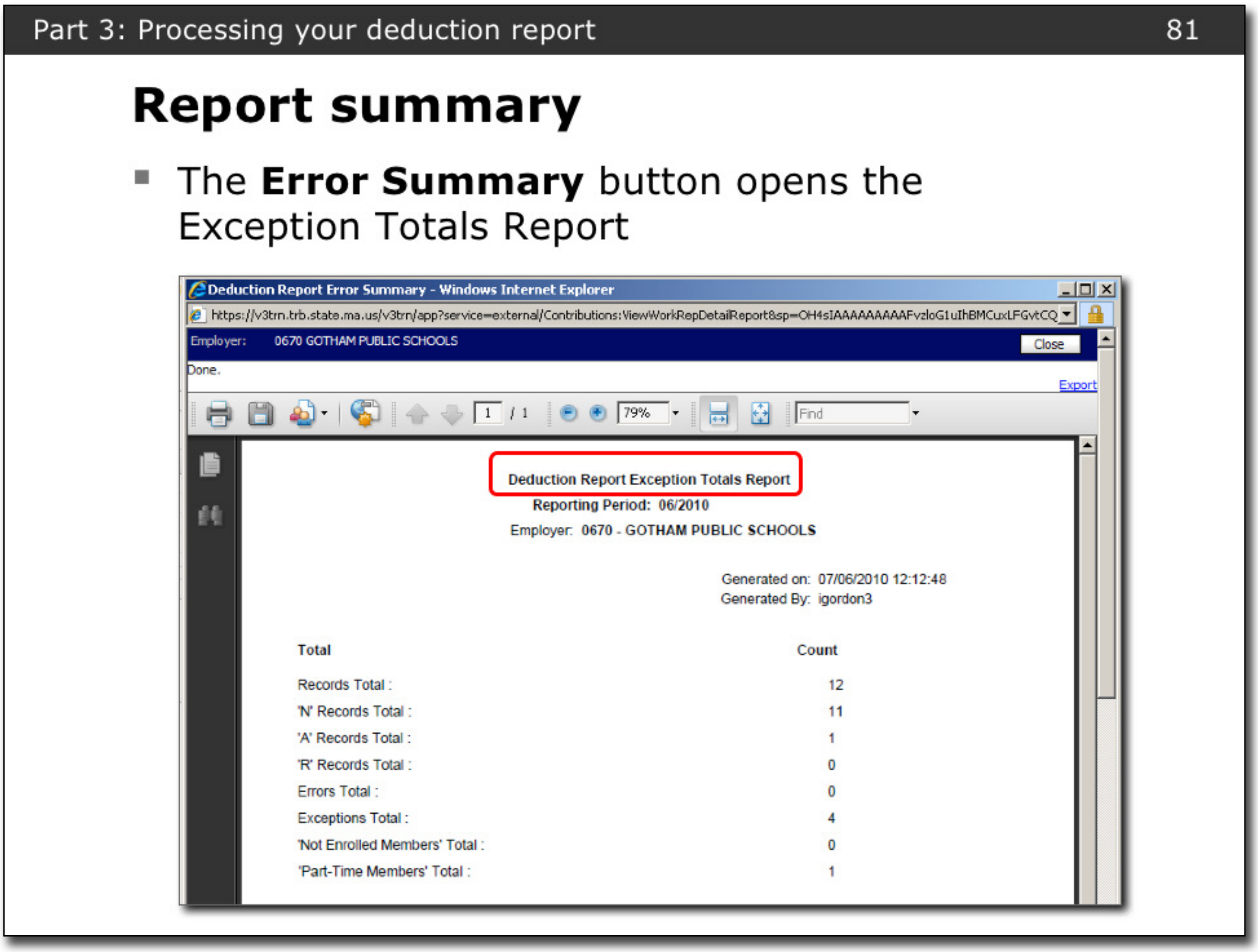


- The **Exception Report** button generates a list of errors and exceptions

■ The Exception Report includes key information related to the detail record and the exception/error message.

■ You cannot sort this report, but you can **Save** or **Export** it to Excel, and then sort the report data as you desire.

■ **Printing** this report may help you manage the correction process as you begin to correct errors on the deduction report.



- This report outlines the report statistics. For example:
  - Record count
  - Error count
  - Number of employees not enrolled
  - Number of part-time employees

Part 3: Processing your deduction report 82

Deduction report editing capabilities

- Same editing capabilities exist for all deduction reports
- Type over incorrect data to correct record

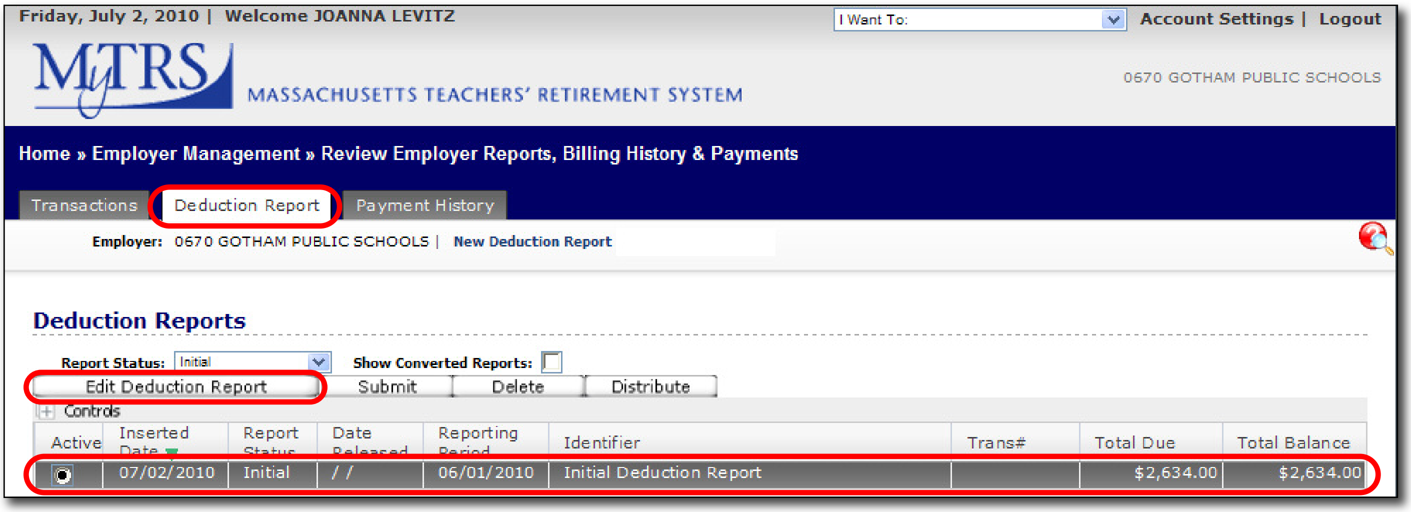
- Use controls to:
  - **Add** employees to the report
  - **Modify** a field or fields for a group of records with like information
  - **Sort**
  - **View Rows**
  - **Print** and **Export** a report

Notes

Demonstration 8

Working in Report Editor

Step 1: Open Deduction Report Editor.



To get to the above window:

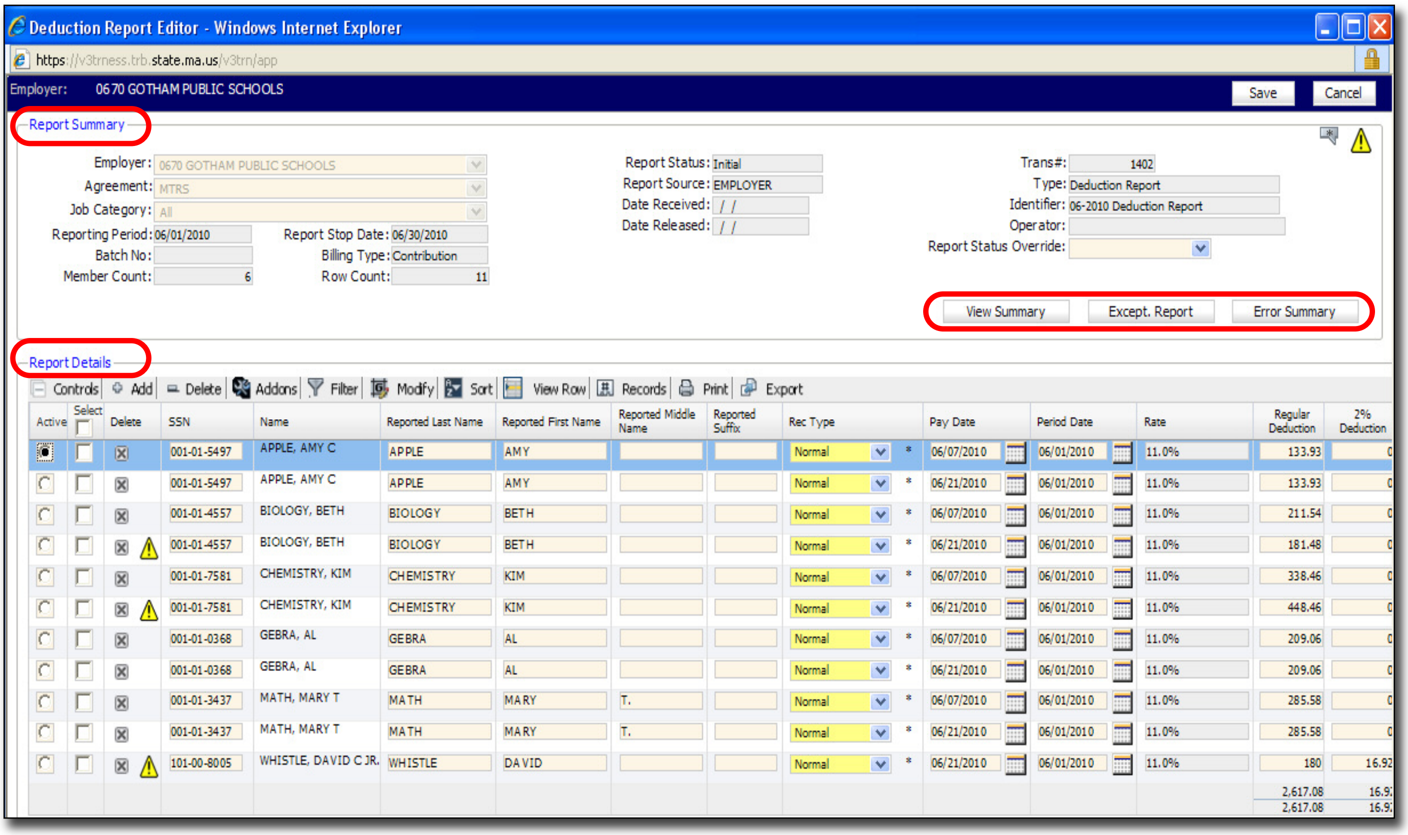
- Start by navigating to the **Review Employer Reports, Billing History & Payments** link
- Choose the Deduction report tab

While in the window:

- Click on the active button for the report you would like to process (shown above)
- Click on Edit Deduction Report

Demonstration 8: Working in Report Editor (continued)

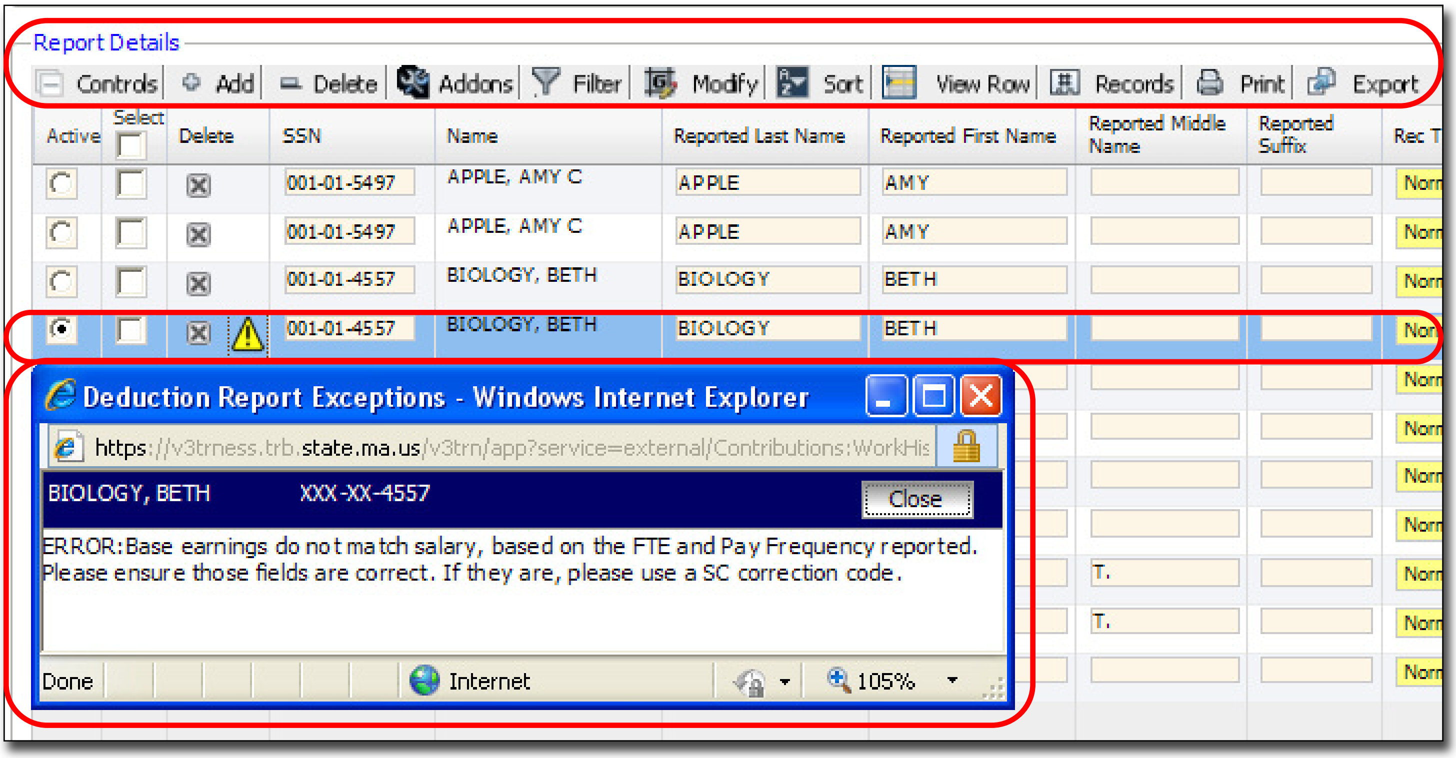
Step 2: Viewing an employee's errors (Report Summary).



- The Deduction Report Editor window contains two sections: Report Summary and Report Details.
- Report Summary contains information about the full report. **Comments** and **Header Exceptions** icons as well as Report Status Override pull-down also appear in this section.
  - **Comments**: enter and review comments pertaining to the Deduction Report.
  - **Header Exception** icon: indicates that MyTRS expected to see certain employees in the report details but they are not there.
  - **Report Status Override**: permits the override of all exceptions in the Deduction Report Header and Details sections.
  - **Report Summary** has three buttons that provide additional information or change the display of data on the window:
    - View Summary
    - Exception Report
    - Error Summary

Demonstration 8: Working in Report Editor (continued)

Step 3: Viewing an employee's errors (Report Details).

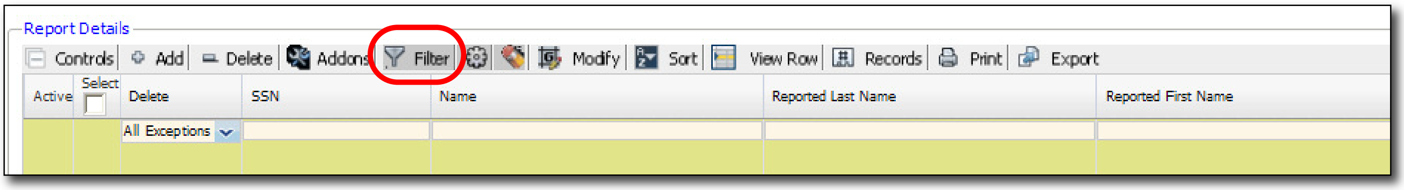


Report Details

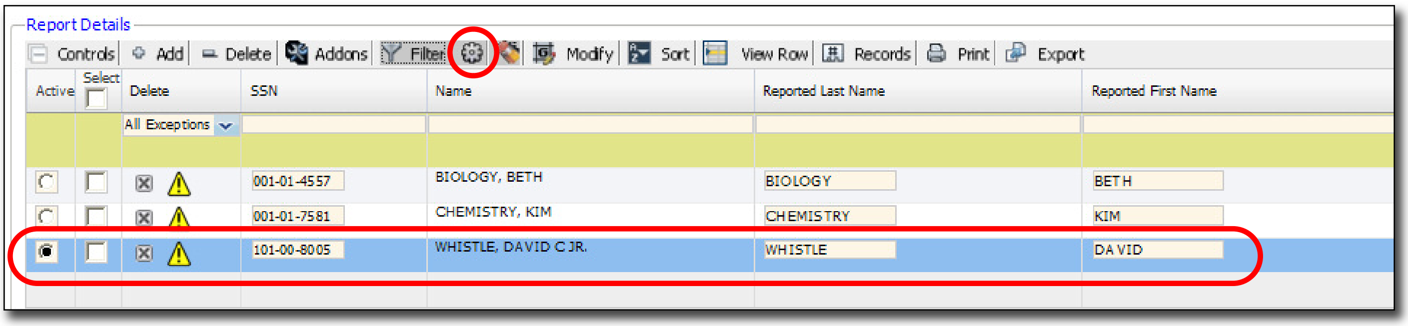
- The Report Details section displays each employee record included from the deduction report file, or manually added directly into this screen.
- You may make corrections on a record directly in the fields or mark the record for update after making corrections elsewhere in MyTRS, as needed.
- Use the controls to change your display, add employees, or modify a group of records.
- Report Details shows a warning icon to highlight errors and exceptions.

Demonstration 8: Working in Report Editor (continued)

Step 4: Using the Filter control.



- Click the **plus icon** (+) to expand the grid controls of the records view.
- Click the **Filter** button on the controls bar. A blank row appears above the records in the Report Details section.
- Enter the criteria for the filter in the blank fields.

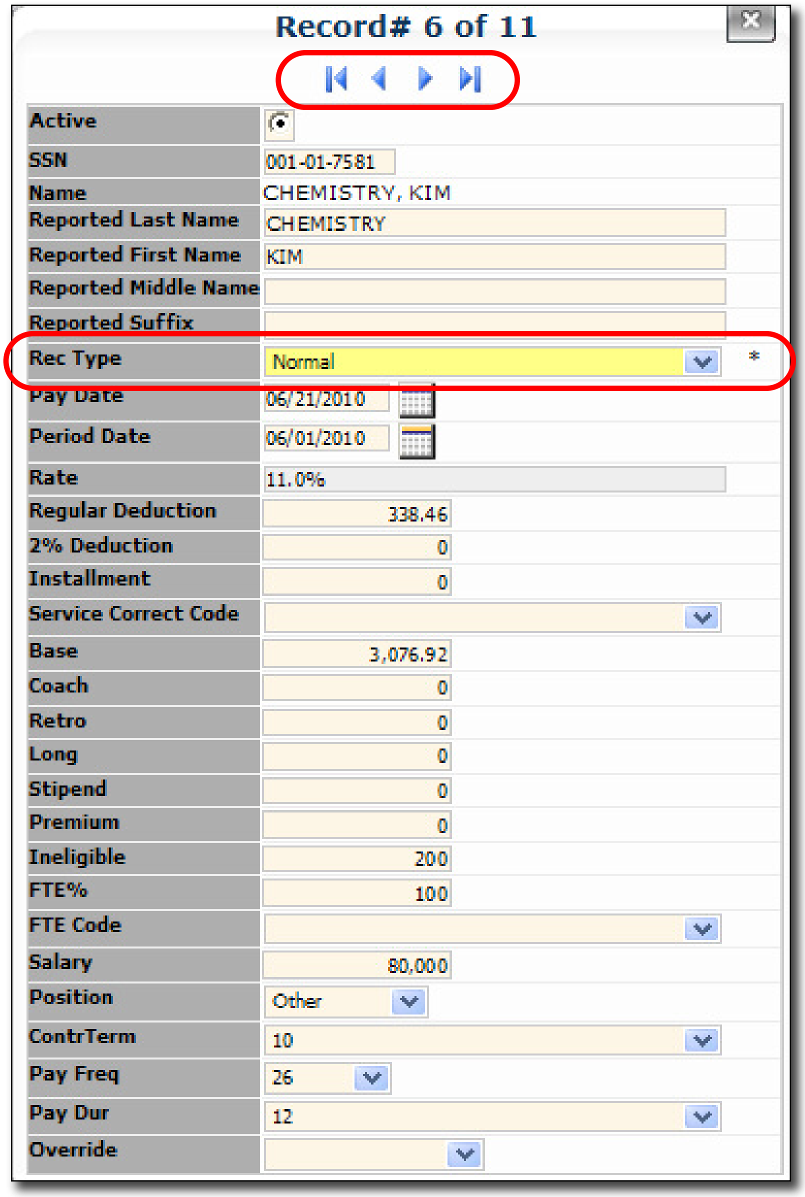


- Click **Execute** to filter the data.
- The Report Details section refreshes, displaying the rows that match all of the entered criteria.

Demonstration 8: Working in Report Editor (continued)

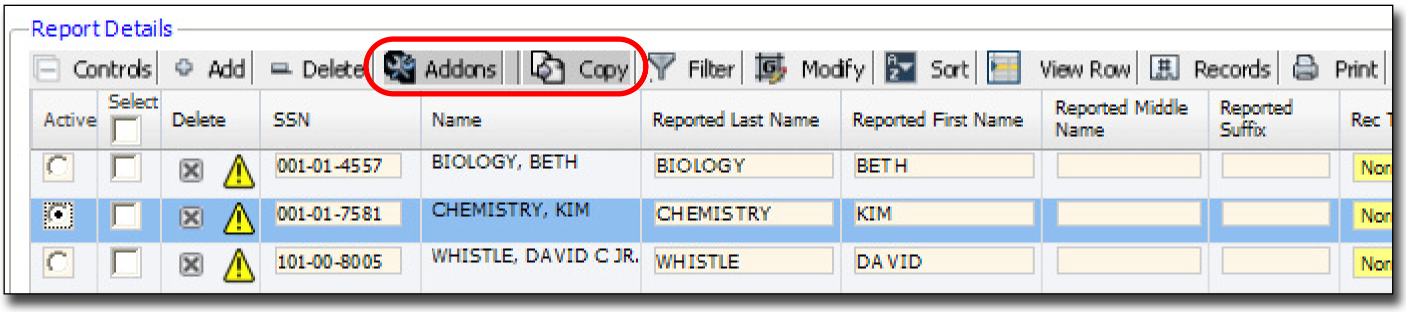
Step 5: Using the View Row control.

- While in the *Deduction Reports* window, click the + **icon** to expand the grid controls of the records view.
- Click on the member in the active column to choose a member to view.
- Click on the **View Row** button.
- The record appears vertically in a pop-up (similar to clicking on an SSN in BERT).
- Click on the blue arrows to scroll from one record to another.
- Enter corrections in the necessary fields.
- Use the navigation arrows on the window to locate and view additional records.
- Click the gray **X** icon to close the pop-up window.

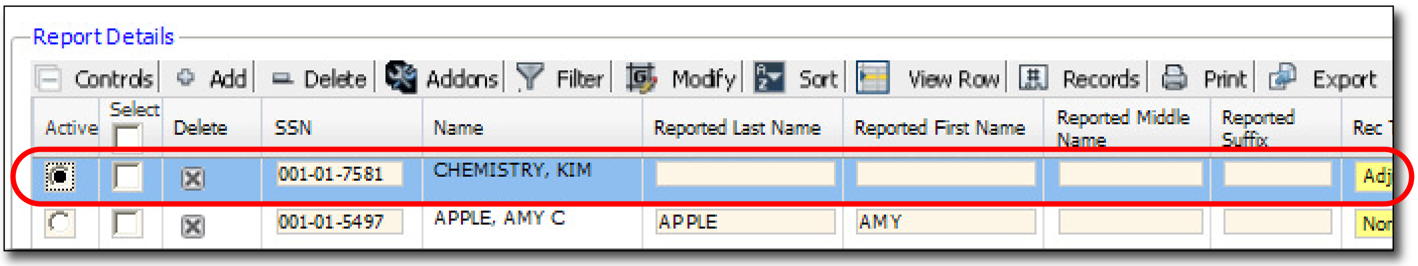


Demonstration 8: Working in Report Editor (continued)

Step 6: Using the Copy control.



- You can choose **Copy** to create a detail line that is blank except for the **name, rate** and **SSN** from the copied line.
- Click the select checkbox for the row(s) to copy in the Report Details grid.
- Click **Addons**. The function group expands, displaying the **Copy** button.



- Click **Copy**. A new row(s) appears in the records grid, populated with the SSN, rate and name from the selected row.
- Enter the remaining details in the editable fields for the record. You do not need to enter the employee **Reported** names or **Rate** (this data auto populates when you save).
- Click **Save**.

Demonstration 8: Working in Report Editor (continued)

Scenario 1: Potential rate error (Kim Chemistry)

EXCEPTION: Potential rate error: MTRS rate 11% School Rate 14.575%

Potential rate errors can be classified into two main groups:

- Incorrect assessments (the wrong rate was taken)
- Reporting or deduction problems that are usually derived from payroll coding or processing errors

Kim Chemistry has:

- Base earnings of $3,076.92
- A regular deduction of $448.46

Based on the earnings, the regular deduction should be $338.46. This calculates to an excess of $110.00.

Some common examples of what causes non-incorrect assessment rate errors:

- Earnings are missing from a deduction report that had deductions taken from them
- Deduction not taken from eligible earnings
- Deduction taken from ineligible earnings
- Ineligible earnings reported as eligible
- A deduction adjustment was processed and now needs to be broken into an additional record.

To resolve Kim Chemistry's exception:

Start by checking your employee's record in MyTRS against your payroll system to see if the information in the report is accurate. If it is not accurate, make changes as needed.

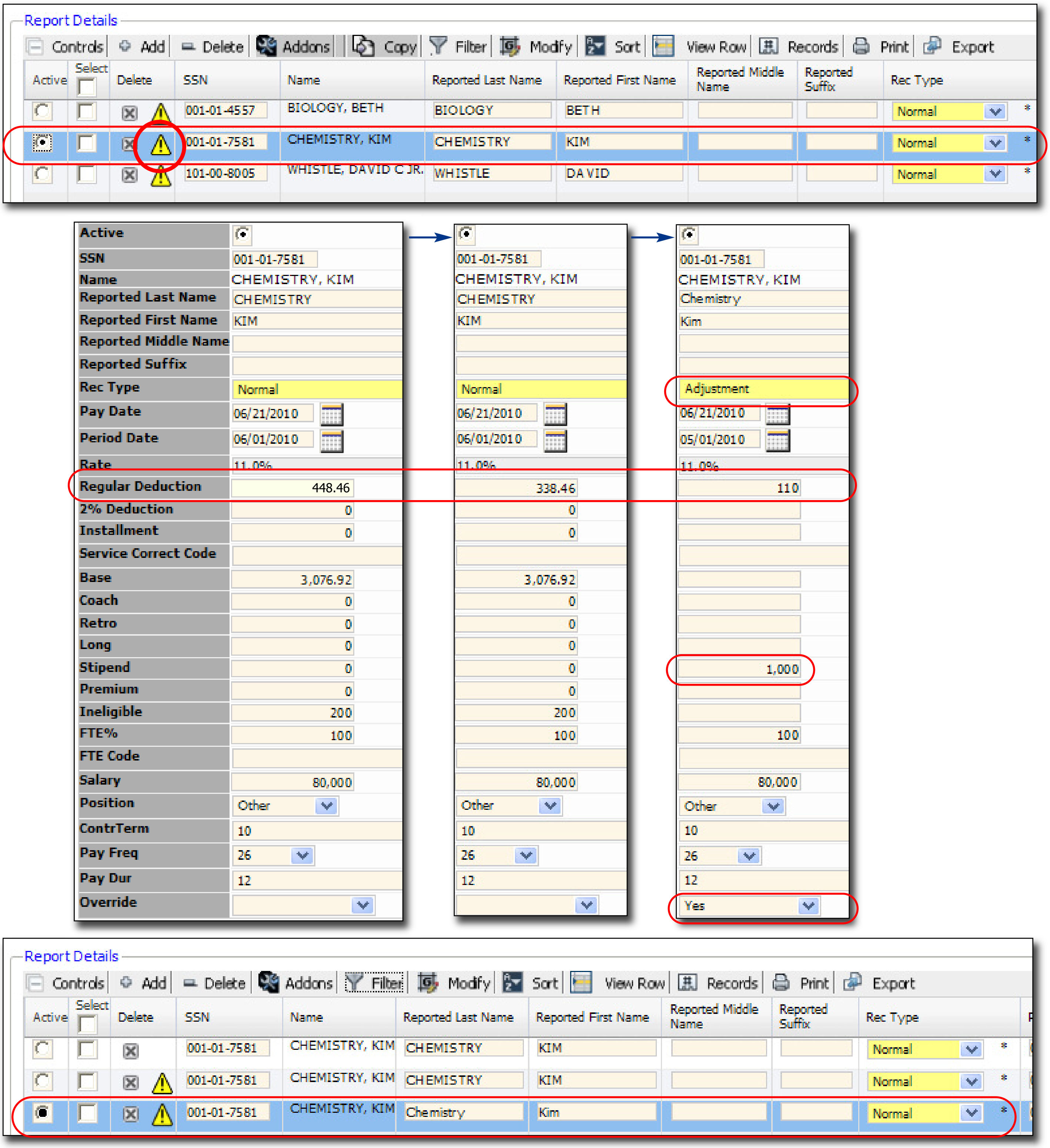
A couple of quick calculations:

- The regular deduction should be $338.46 ($3076.92 x 11%)
- There is an excess deduction of $110.00 ($448.46 – $338.46)

In our example, the district administrator deducted an extra $110.00 to correct a previous report. Since we know that the excess amount was taken to correct a previous report, you will now need to create an adjustment record:

1) Change the regular deduction to $338.46 (deduction amount taken, less the adjustment) in the existing normal record.
2) Click on the **Add** control function in Report Editor.
3) Enter the information requested (be sure to set the record type to A for "Adjustment" and the period date to reflect the month you are correcting).
4) Enter the adjustment amount in the regular deductions field. In this case, $110.00.

Demonstration 8: Working in Report Editor, Scenario 1, Kim Chemistry (continued)



Demonstration 8: Working in Report Editor (continued)

Scenario 2: Docked pay (Beth Biology)

ERROR: Base earnings do not match annual salary

The base-to-salary error appears whenever an employee's base earnings are not an even increment of the employee's full-time equivalent salary.

Beth Biology has:

- FTE Salary $50,000.00
- Daily pay rate $273.22
- Normal Bi-weekly pay $1,923.07
- Base earnings on this report. $1,649.85

There are several reasons why the base earnings might not equal the full-time equivalent salary:

- Incorrect annual salary
- Incorrect full-time percentage
- Additional earnings being reported as base earnings
- Furlough days
- Mid-year hire/return from leave
- Docked days
- Split year contracts/salary mid-year salary adjustments or raises

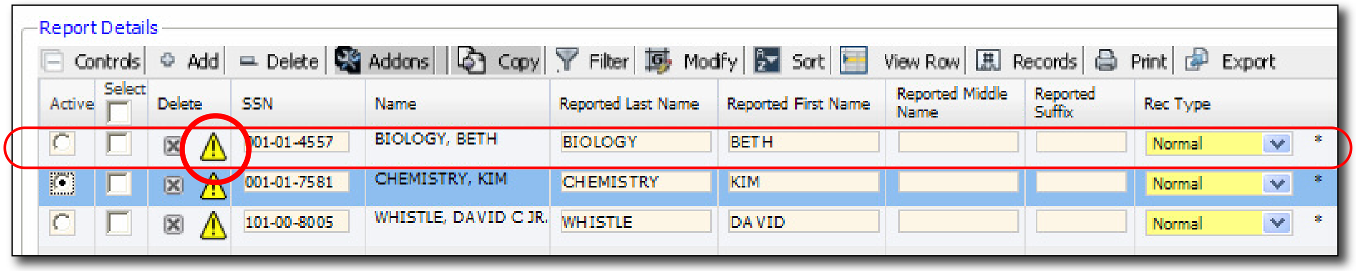
In this scenario:

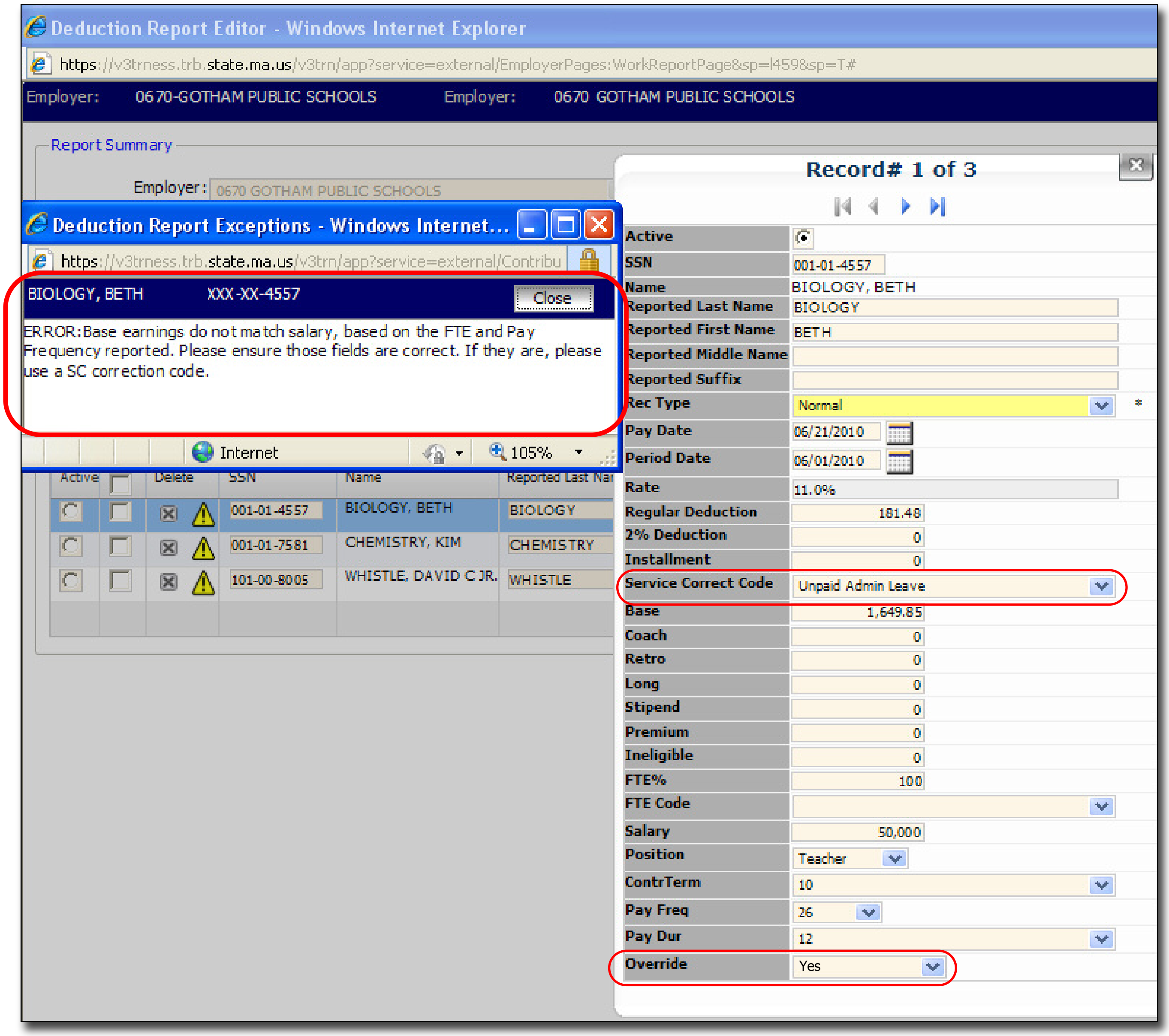
- Beth Biology was docked pay due to missing a day of work, lowering her base earnings by the amount she would have been paid for that day (1 x daily rate). This scenario will flag as an error because now Beth Biology's pay is not an even increment of her full-time equivalent salary.
- Her normal bi-weekly pay is $1923.07, and her daily rate is $273.22, indicating her reported base earnings would be $1649.85.

To resolve Beth Biology's exception:

- Start by checking your employee's record in MyTRS against your payroll system to see if the information in the report is accurate. If it is not accurate, make changes as needed.
- If the data is all correct, apply a service correction code to her record to make it an exception. In this case use **UL: Unpaid administrative leave – out of sick/vacation time**.
- Then choose override on that exception in Report Editor as confirmation of your correction.
- Provide any details that might be needed to the MTRS to determine if there is a need to adjust your employee's service.

Demonstration 8: Working in Report Editor, Scenario 2, Beth Biology (continued)





Demonstration 8: Working in Report Editor (continued)

Scenario 3: 2% error (David Whistle)

EXCEPTION: Potential 2% rate error: Expected $40 Reported $16.92

The base-to-salary error appears whenever an employee's base earnings are not an even increment of the employee's full-time equivalent salary.

Dave Whistle has:

- Required cont. rate . . . . 9 + 2%
- Coaching pay amount $2,000.00
- Pay frequency 26
- 2% deduction amount $16.92

MyTRS calculates the 2% deduction (and the 2% exemption amount) based on the:

- FTE Annual salary
- Total eligible earnings
- Pay frequency
- Full-time percentage
- Number of pays

All coach-only payments and other MTRS eligible payments made outside of the annual pay schedule should have 2% taken on the entire amount of pay because the employee's 2% exception amount has otherwise been exhausted by the employee's primary pay schedule.

In this example, Dave Whistle is a coach in your district and teaches in another district. Since he/she is a coach in your district and teaches elsewhere, he or she is required to pay 2% on all of his/her coaching pay.

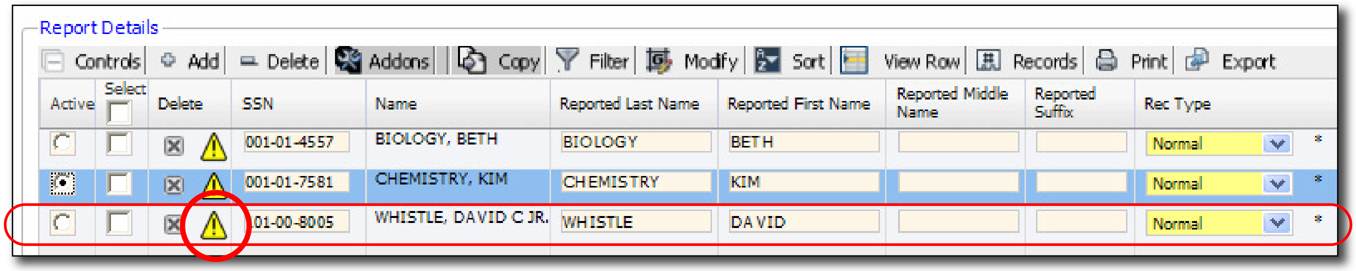
Your payroll system calculated the additional 2% based on the 26 pay exemption amount instead of taking the 2% deduction on the full payment.

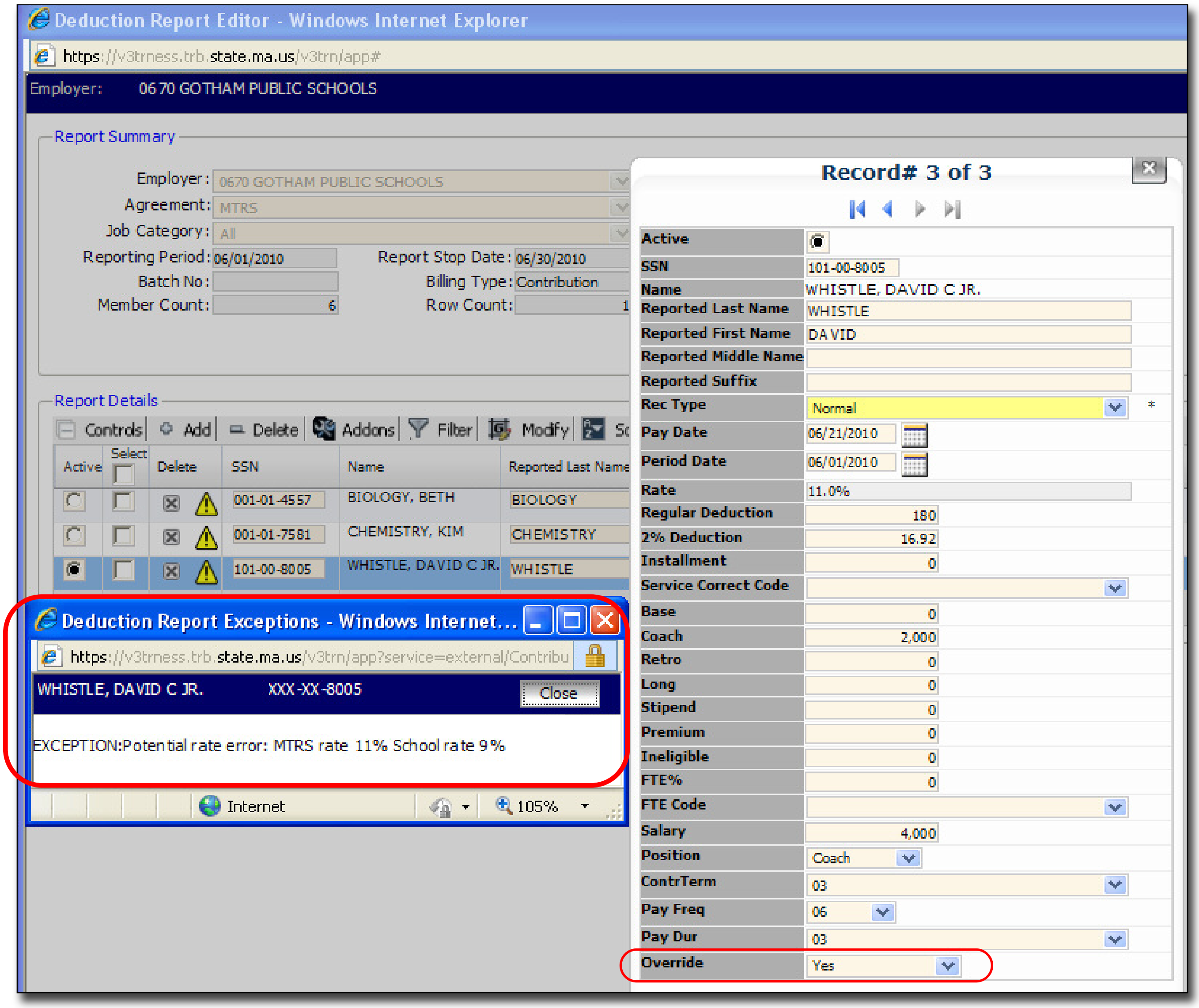
- What should have happened . . . . $2000 x 2% = $40
- What happened. . . . . $2000 - $1153.85 = $846.15
$846.15 x 2% = $16.92

To correct this error:

- Start by checking your employee's record in MyTRS against your payroll system to see if the information in the report is accurate. If it is not accurate, make changes as needed.
- You must override this exception to process your deduction report.
- You are responsible for making arrangements to correct this either via payroll or in some limited cases, the MTRS will bill the member for you if he or she is no longer on your payroll roster so you must either:
  - contact your MTRS rep to let him/her know you will be setting up an adjustment for the next pay period, or
  - have your MTRS rep send an invoice to the employee if they do not have any remaining payrolls.

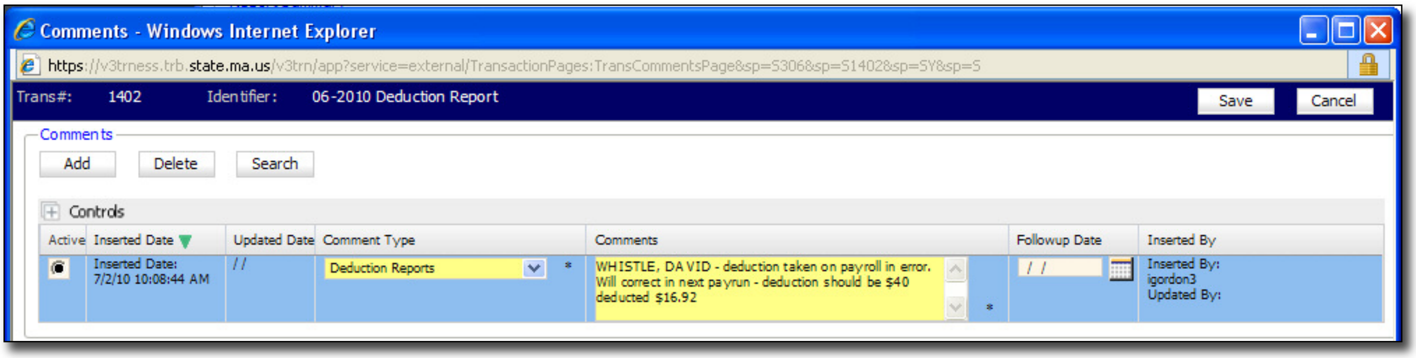
Demonstration 8: Working in Report Editor, Scenario 3, David Whistle (continued)





Demonstration 8: Working in Report Editor (continued)

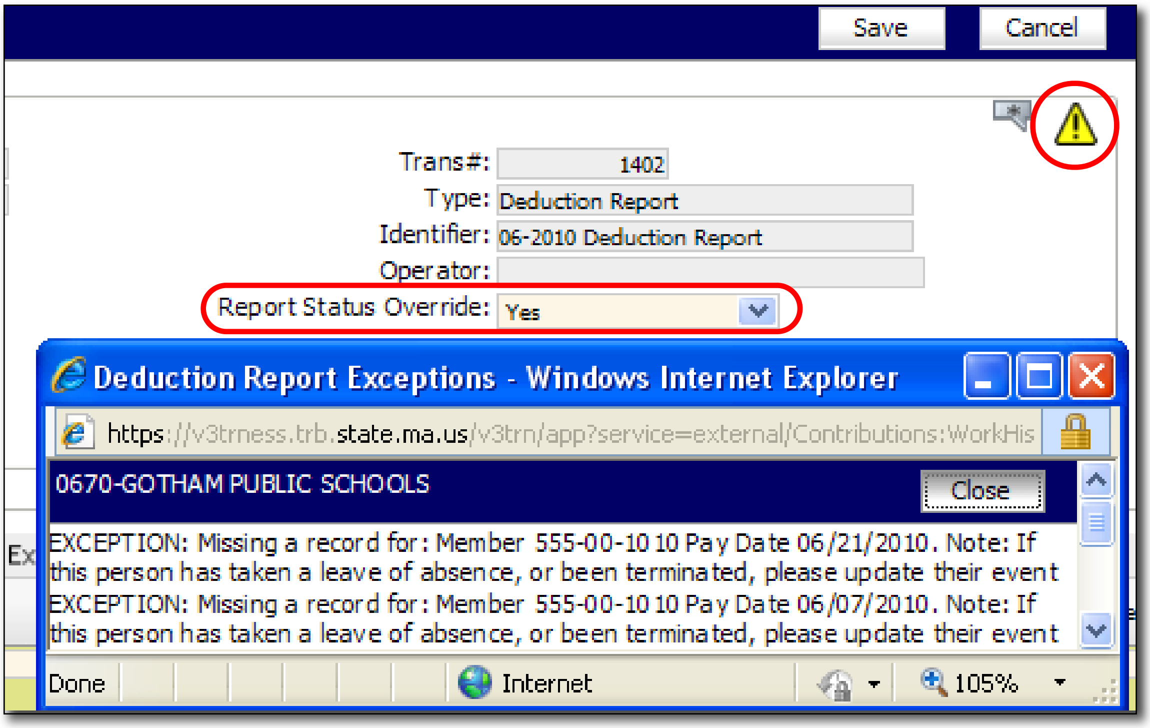
Step 7: Explaining a properly reported exception.



- Some errors will require an explanation to the MTRS as to why you chose to override the error rather than correct the report.
- Some examples of issues that might need clarification:
  - Your employee was paid eligible compensation but deductions were not taken
  - An employee is missing from a pay period because deductions were not taken from his or her first pay check
  - An employee has an adjustment record to reverse a deduction taken from a previous pay period in error

Demonstration 8: Working in Report Editor (continued)

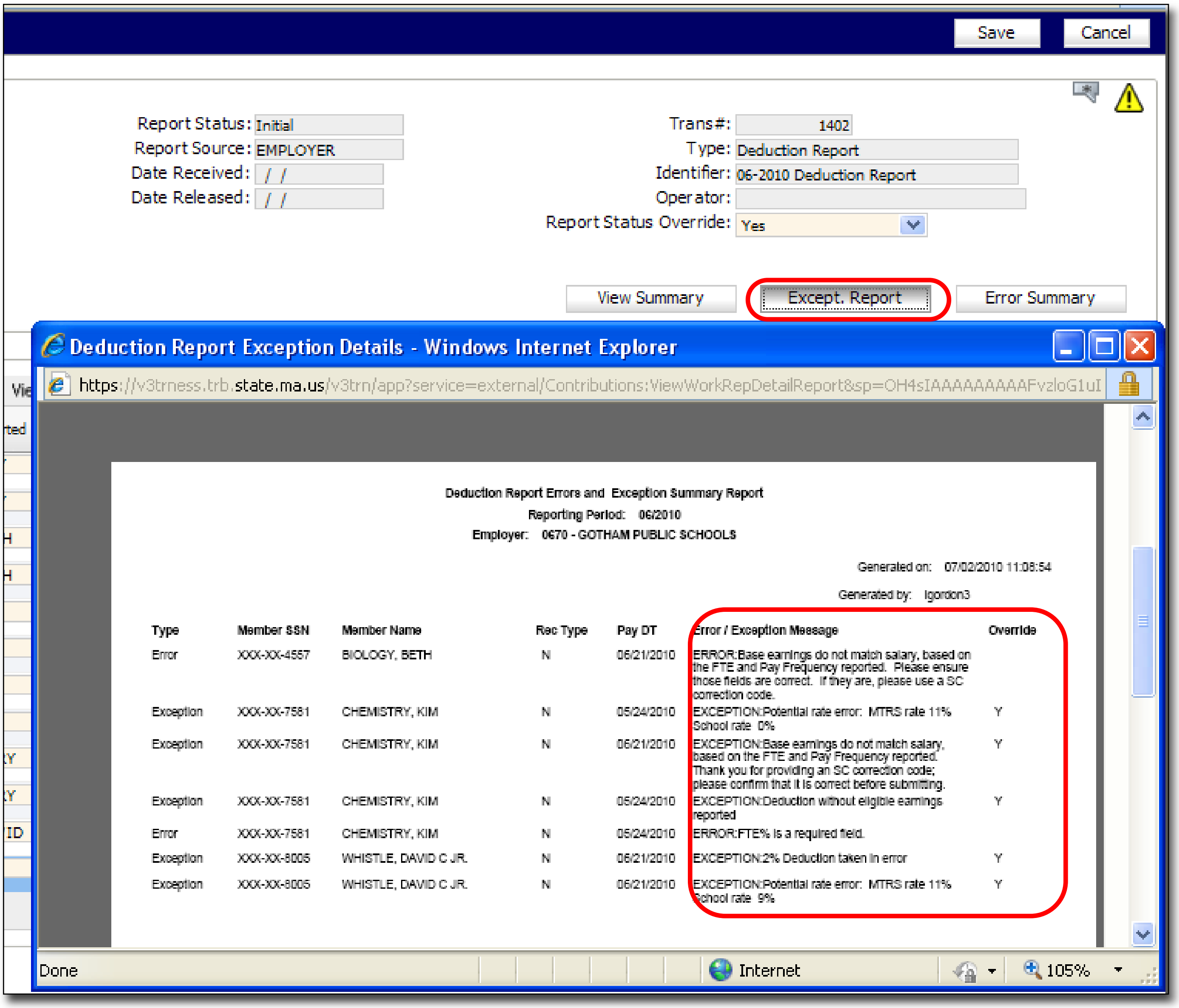
Step 8: "Missing employee" list.



- **Header** exceptions may be flagged if an active member's record has been detected as missing from the report based on his or her status, pay date and pay schedule (payroll calendar).
  - Based on employment and events, MyTRS expects to find these employees on the deduction report.
  - This exception appears on the deduction report header. Review the list of employees for which the MTRS is missing contributions. Add any missing records to the deduction report, when appropriate, or update the Member Event if an employee's status no longer requires deductions (such as a terminated employee).
  - You may also override this exception if no deduction was taken. If no deduction was taken because of a processing error, please start taking deductions as soon as possible and contact the MTRS to make arrangements for possible make-up payments.
  - These exceptions must be resolved by updating the employee's events or by overriding them at the report level
- **Report Status Override** permits the override of all exceptions in the Deduction Report Header and Details sections.

Demonstration 8: Working in Report Editor (continued)

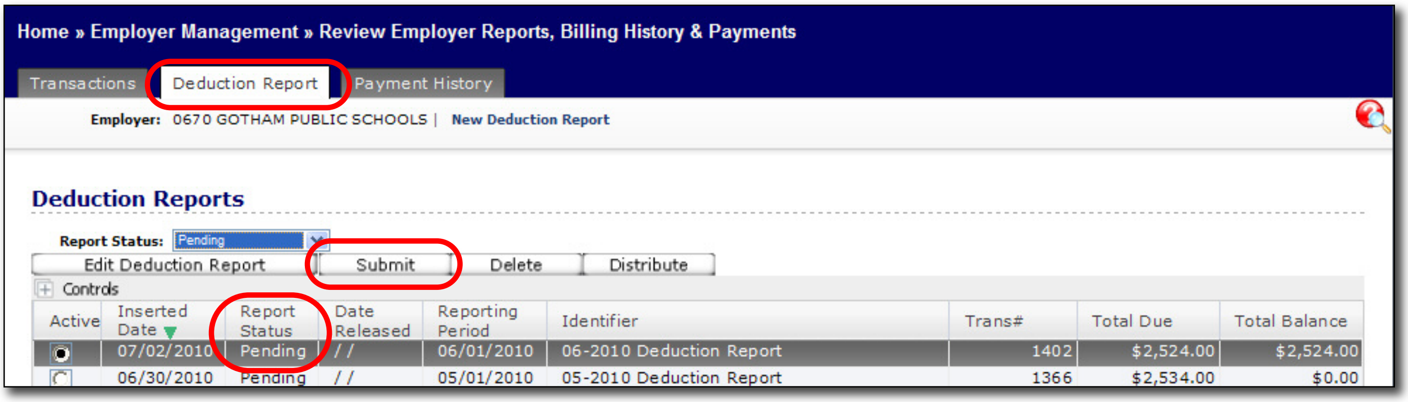
Step 9: Run or re-run an error report.



- After you have corrected any errors or exceptions, you may want to run an error report to check the status of your records and make sure that **all** exceptions are either corrected or have been overridden and explained.

Demonstration 8: Working in Report Editor (continued)

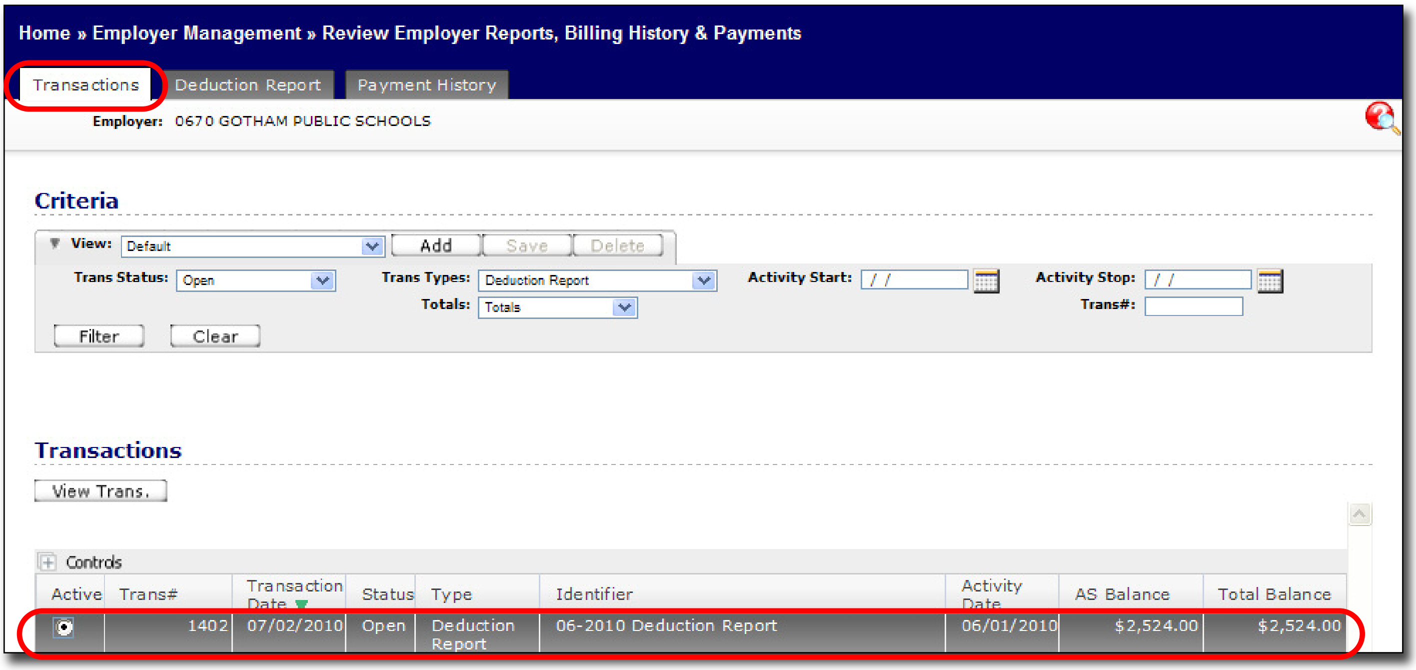
Step 10: Submitting your report.



- At this point, the deduction report is ready for submission to the MTRS.
  - Select the Active radio button for the deduction report.
  - Click **Submit**.
  - The **Status** of the deduction report changes from “Initial” to “Pending” and a transaction number is assigned.
  - The deduction report is uploaded to the MTRS for further review and finalization by your district’s Employer Services Representative.
- Once the status is Pending, you can no longer modify details on the deduction report. You can, however, update the payment distribution on the distributions tab if you incorrectly entered information or neglected to enter your payment information prior to submitting the report.

Demonstration 8: Working in Report Editor (continued)

Step 11: Your report is now a transaction.



- **Now that your report has been submitted, a transaction appears.**
- Once your deduction report is submitted, it then appears on the Transactions tab.
- The Transactions section of the Transactions tab displays a running total for the account; this field is called **Total Balance**. The Total Balance is updated as you submit deduction reports and create payments.
- You can review all transactions, including deduction reports and payments, on the Transactions tab, or select filter criteria to view a sub-set of transactions.
- Applying a filter to view transactions: To see only certain transactions, use the fields in the Criteria section, such as select Trans Status: Open and Trans Types: Deduction Report, and then click **Filter**.
- Reviewing employer account transaction details.
  - Select the **Active** radio button next to a transaction in the Transactions section.
  - Click **View Trans**. The Transaction Details pop-up window appears.

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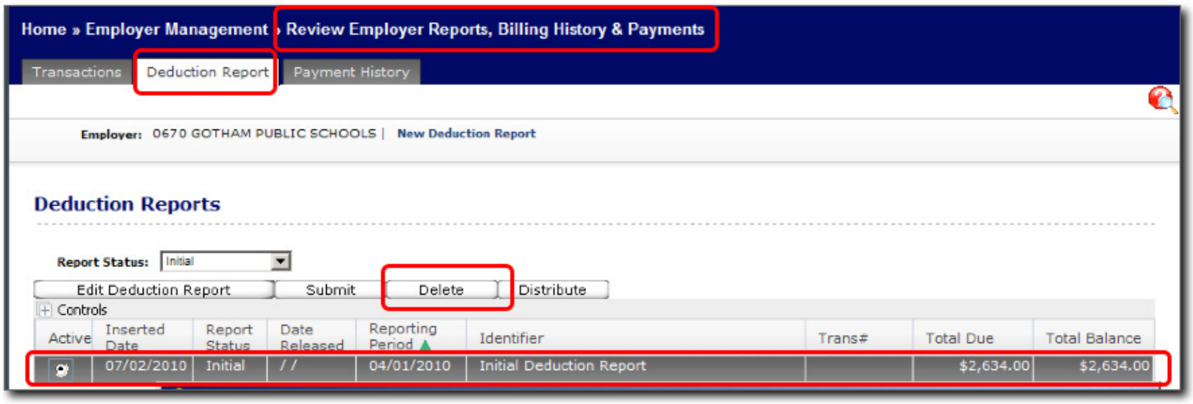
Deleting your report

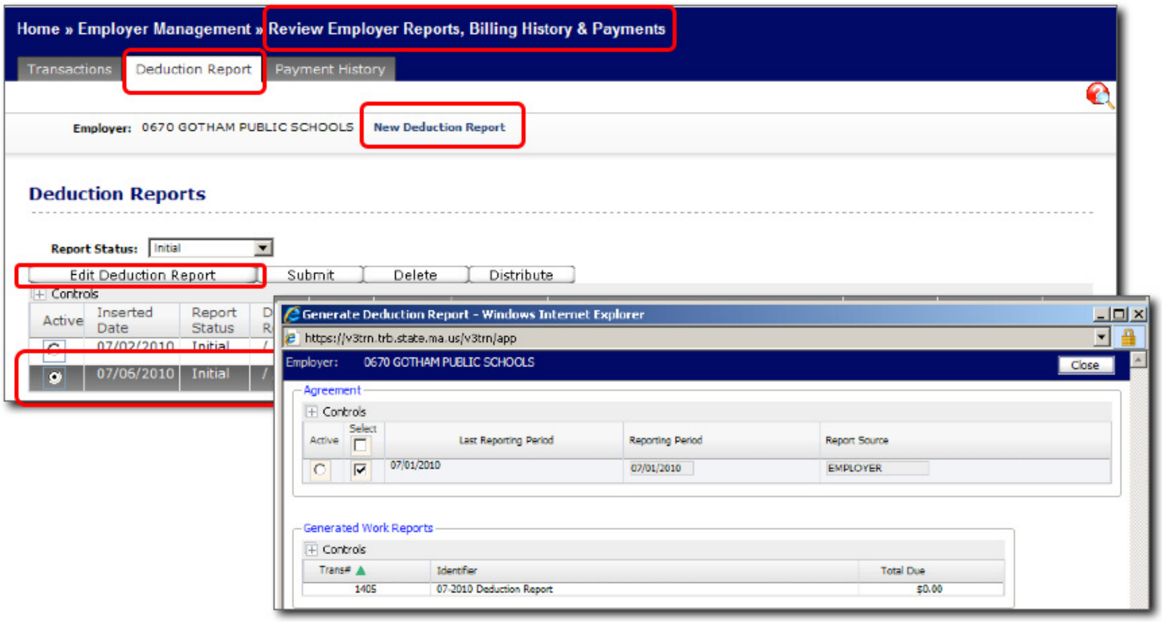


- If you have a large number of errors and exceptions, you may want to consider deleting the report, and then fixing the reporting issues in your payroll system and re-importing the corrected file in MyTRS

- If you find a large number of errors and exceptions in the report, you can **delete** this report, **fix** your reporting issues in your payroll system or BERT, and **import** a corrected file.
- After you import a corrected file, you may still need to correct any remaining errors, and correct or override exceptions, in MyTRS using Deduction Report Editor.

Part 3: Processing your deduction report 85

Creating a deduction report manually



- The report will appear in the Deduction Report window with a **Status** of "Initial"
- Click **Edit Deduction Report** to enter deduction report details

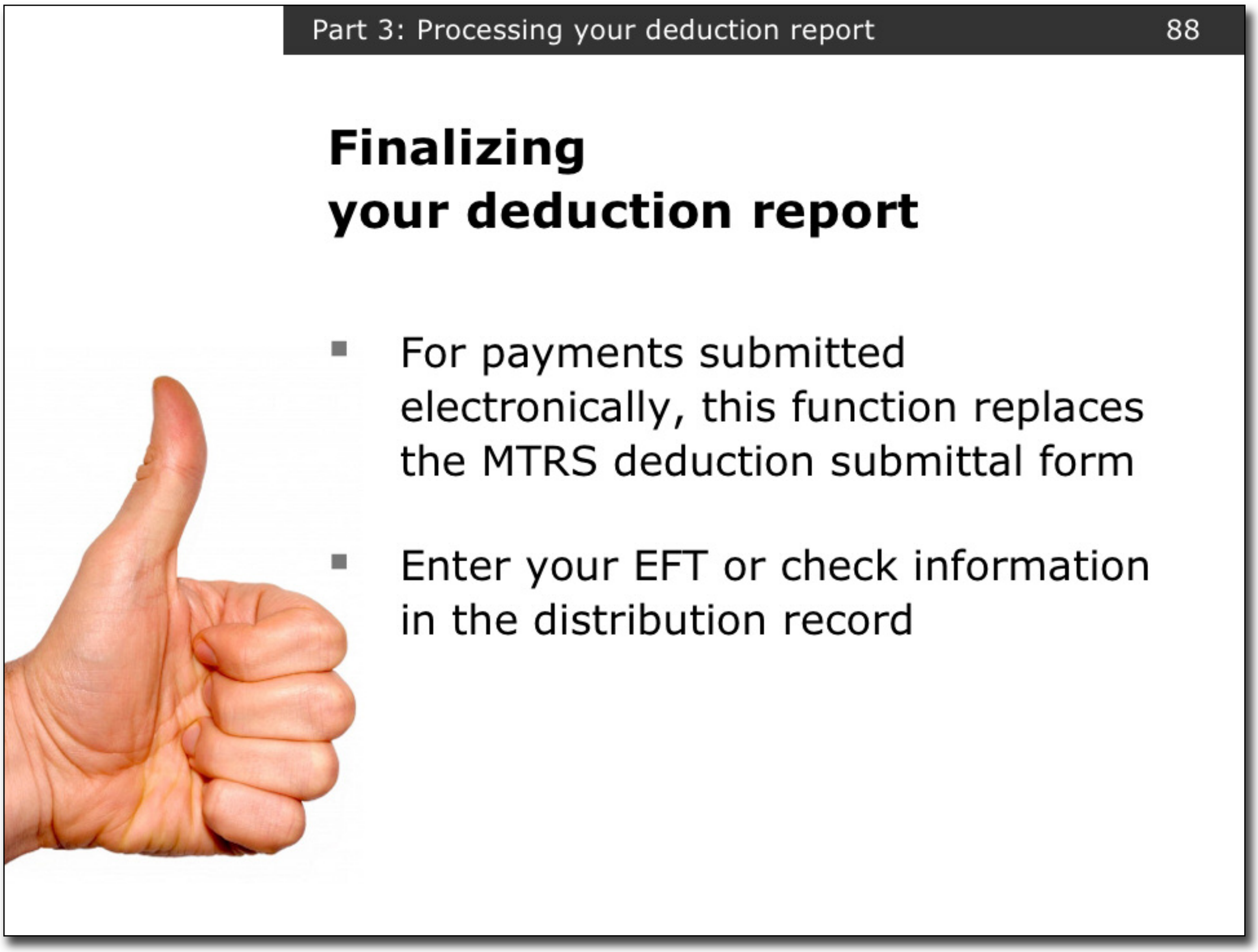
- Districts that need to manually create a report, may want to consider using the MTRS BERT program to create importable files. The MTRS BERT program can be downloaded for free from the MTRS website.
- To create a new deduction report:
  - Click on the **New Deduction Report** link.
  - Indicate the reporting period for the report.
  - MyTRS will create a transaction and the report will appear in the Deduction Reports window.


Backspace
Success
Shift
Part 3
Processing your deduction report
Reviewing and correcting your deduction report
Finalizing your deduction report

Part 3: Processing your deduction report 87

The fourth and final step in the deduction reporting process:

1) **Process** your EFT payment
2) **Import** the deduction report file
3) **Process** the deduction report
4) **Finalize the deduction report process**
   - **Enter payment distribution information**
   - **Review payment history**
   - **Examine transactions**

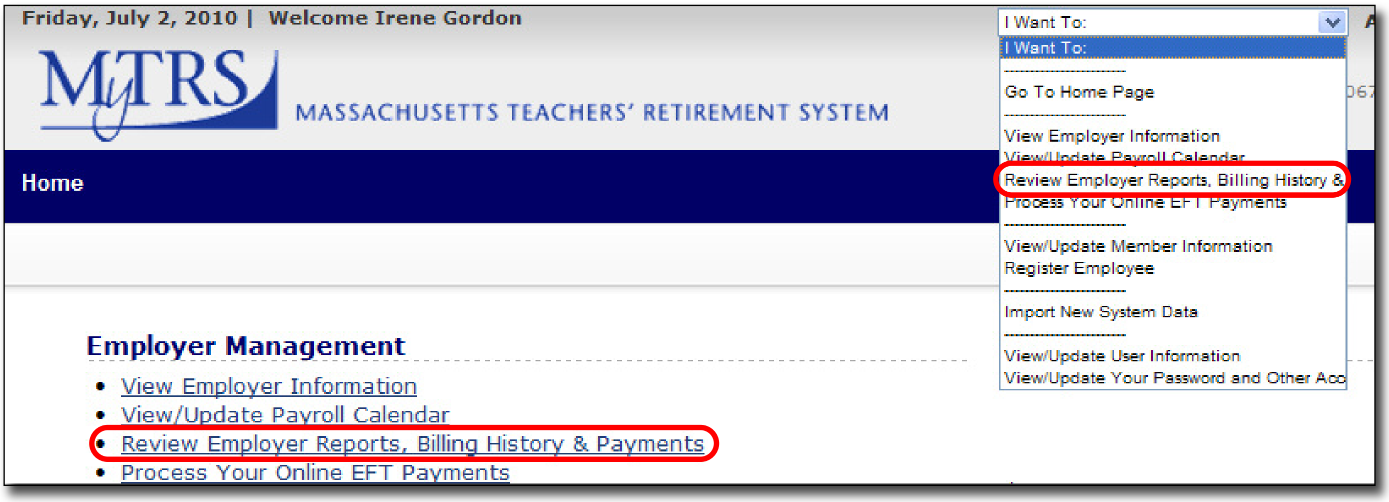


- Once all errors and exceptions in your deduction report are either corrected or overridden, it is time to finalize the deduction report.
- You can view all of the accounting transactions and in your employer account, as well as the status of each transaction.

Demonstration 9

Linking your payment to your deduction report

Step 1: Navigate to the Distribution tab.



- **Note**: In MyTRS, the process of linking or applying a specific payment to a specific deduction report is known as "distributing" the payment. Accordingly, as you will see, you will use the **Distribute** button in the Deduction Reports tab.
- This demonstration assumes that you have already set up your EFT payment or have mailed a paper check.
- Navigate to the *Review Employer Reports, Billing History & Payments* window either by clicking on that link on the *Home* page or selecting that option from the **I Want To:** pull-down menu.

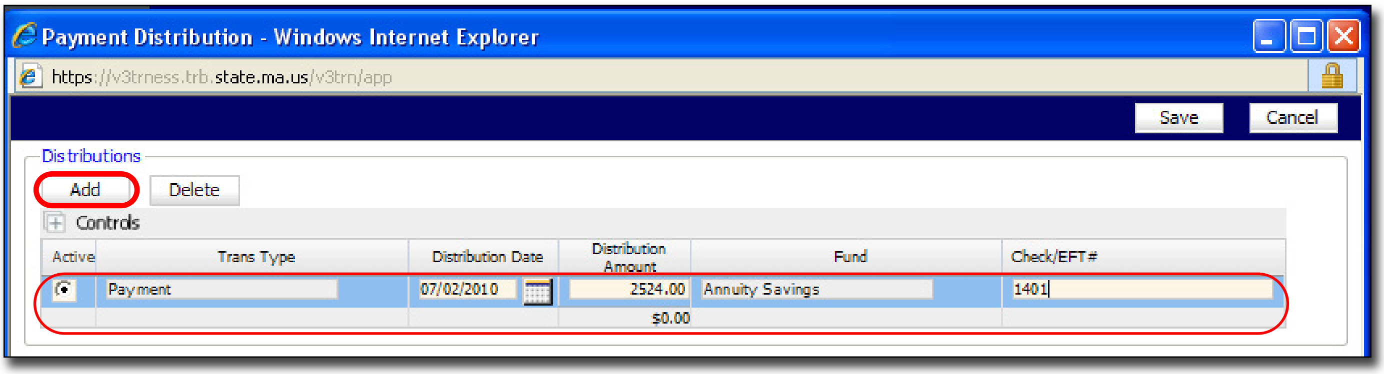
Demonstration 9: Linking your payment to your deduction report (continued)

Step 2: Choose the deduction report that you want the payment to link to.

- In the *Distribute* window for the deduction report, enter your payment information. The MTRS will use this information to match payments received to deduction reports previously submitted.
- MyTRS applies payments to outstanding receivables (i.e., deduction reports) present in the *Distribute* window. If you create a payment and no corresponding receivables are present, then the payment is not applied until the receivable is created and the payment can be applied appropriately.

Demonstration 9: Linking your payment to your deduction report (continued)

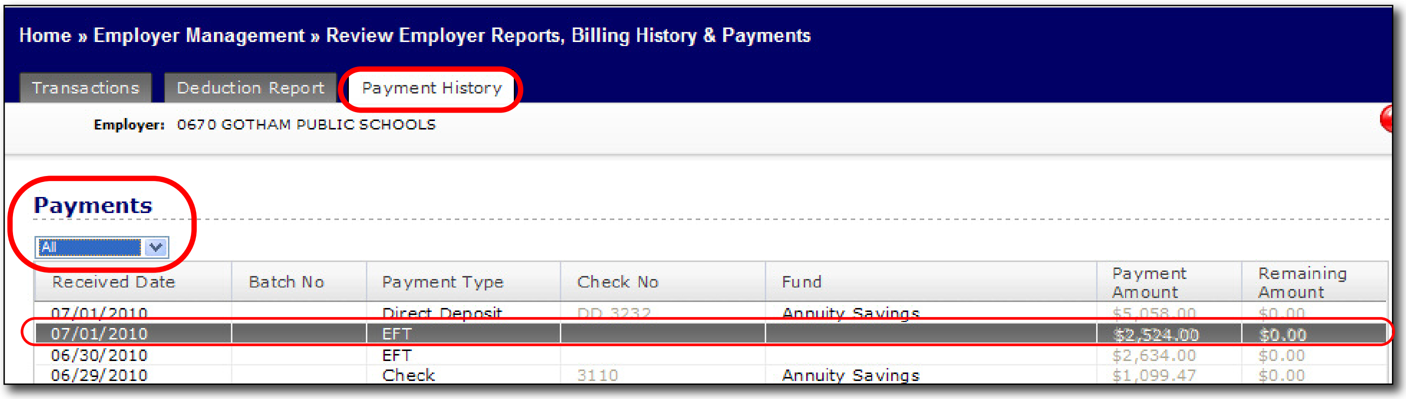
Step 3: Complete the payment Distribution pop-up.



- Enter the **Distribution Amount** for each EFT and/or check submitted for this deduction report; insert multiple lines if necessary. **Note that a deduction report must be offset by an equal corresponding payment before it will be processed.**
- Click **Distribute**. The Payment Distribution pop-up window appears.
- Click **Add**. A new row is added to the Payment Distribution grid.
- Enter the **Distribution Date**. This field should reflect the date when payment was submitted to the MTRS.
- Enter a **Distribution Amount** for each EFT or check submitted for this deduction report. Note that, if there are multiple payments, the total **Distribution Amount** should equal the deduction report **Total Balance**.
- Enter the check number or EFT number in **Check/EFT#** field for each EFT/check submitted for the deduction report.
- Click **Save**.
- Click **Close** to close the *Payment Distribution* window.

Demonstration 9: Linking your payment to your deduction report (continued)

Step 4: Payment history.



- All payments entered into your account appear in the *Payment History* window:
  - Pay Now EFT
  - Checks
- MyTRS applies payments to any outstanding receivables in the school district's account.
- If you create a payment and it is not applied to a deduction report, then the payment is considered open until it is applied appropriately.
- Payments created in the Process Your Online EFT Payments section appear in the *Payment History* window.
- You can filter payments that appear on the window. Valid options are:
  - All
  - Open (unapplied)
  - Closed (applied)

Parting thoughts… 90

What's next…?

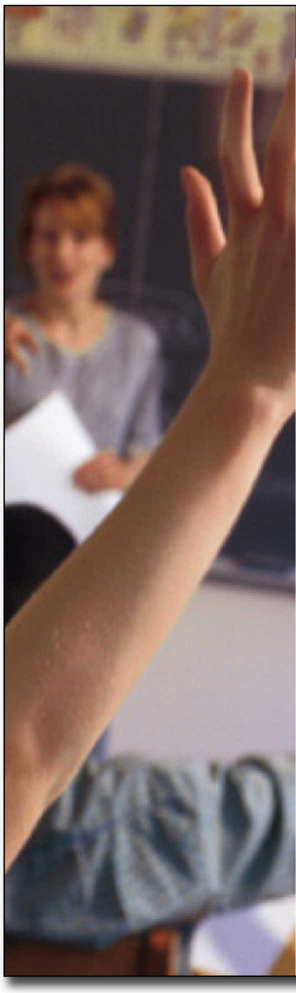
1) **Contact your Security Administrator** for your username and password

2) **Log into MyTRS** tomorrow to get a feel for the system

3) Use the **online Help resources** for step-by-step tutorials and information

4) For assistance or technical support, contact your MTRS Employer Services Representative—we're here to help you!

- In addition to a comprehensive, searchable user guide, the online Help in MyTRS features the following tutorials that walk you through each step of common transactions:
  - Logging in to MyTRS
  - Using basic navigation
  - Viewing and updatng member data
  - Registering employees
  - Viewing employer information
  - Payroll calendars
  - Deduction report imports
  - Deduction report editor
  - Reviewing employer account transactions and balances
  - Processing EFT payments
  - Security Administration
- You will find the name of your district's MTRS Employer Services representative in MyTRS by going to Home > View Employer Information > Additional information. Or, look it up on our website at at www.mass.gov/mtrs > Employers > Contact Employer Services.
- As a reminder, when there are changes either in your school district's business personnel, or your phone number or other contact info, please notify your Employer Services Representative.



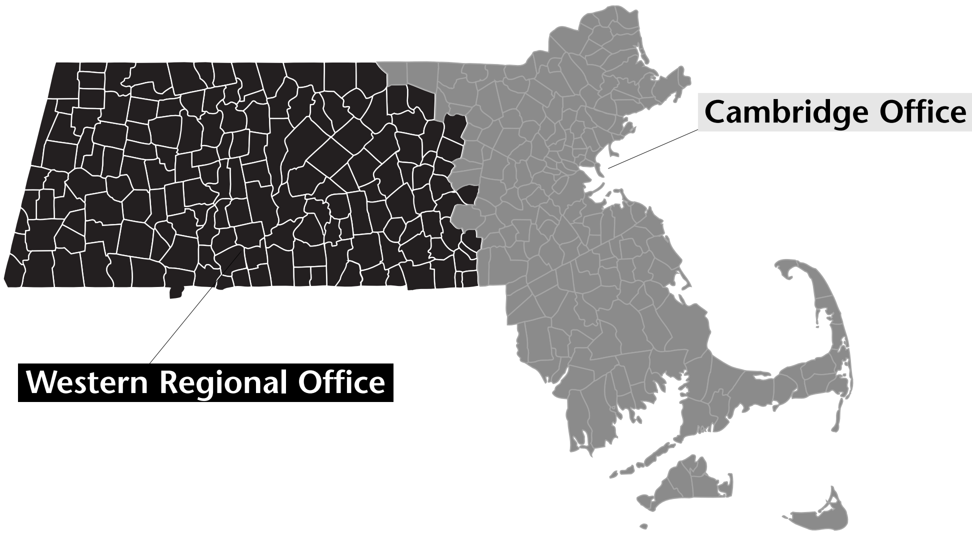
Questions?

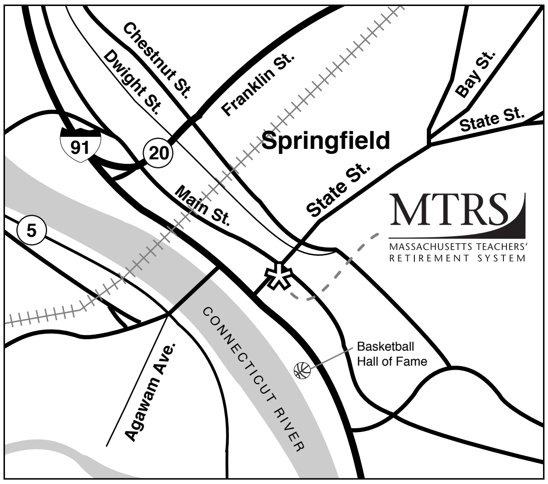
Security Administrators:
You have one more section

Please remember to complete your program evaluation form and give it to one of us before you leave…
Thank you for coming today!

Contacting us

The MTRS operates two offices; depending on where you are located, your employees should contact the office in Cambridge or in Springfield.





Western Regional Office

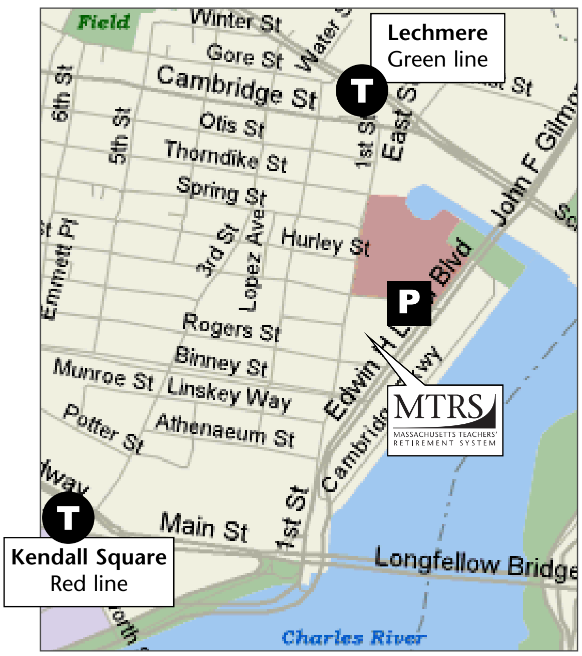
Located at the intersection of State and Main Streets, diagonally across from the Springfield Civic Center

101 State Street, Suite 210
Springfield, MA 01103-2066

Phone 413-784-1711
Fax 413-784-1707

Hours: 8:45 a.m. – 5 p.m., Monday through Friday

Parking is available at the Bliss Street Parking Garage and on the street at meters



Cambridge Office

Located adjacent to the CambridgeSide Galleria shopping mall and within walking distance of the Lechmere MBTA green line station

One Charles Park
Cambridge, MA 02142-1206

Phone 617-679-MTRS (6877)
Fax 617-679-1661 (main office)

Hours: 8:45 a.m. – 5 p.m., Monday through Friday

Parking is available across the street at the CambridgeSide Galleria shopping mall garage

If you have questions…
Employers should contact the Employer Services unit in our Cambridge office for information.

Phone

To reach a representative, call **617-679-6895**, or, for a specific person, dial 617-679-[ext]

Mary Ellen Bernier . . . 6857
Mary Lynn Chu 6826
Christine Connell 6896
Lachelle Drayton. 6879
Robert George 6869
David Harbison. 6873
Kathleen Kreatz 6856
Shirley Kwan. 6876
Cam Luu. 6852
Tom O'Connell. 6865
David Percoco 6809
Patricia Raynowska . . . 6850

Fax

617-679-1661

E-mail

empsup@trb.state.ma.us

Online

Go to **mass.gov/mtrs** and click on Employers